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ABSTRACT

The Wyoming Academic Libraries Resource Project was initiated to improve cooperation and resource sharing by developing an interconnected information access and delivery system among Wyoming's academic libraries and the State Library. The goal was to formalize communication, cooperation, and resource sharing by developing an Ariel document delivery system. The project was also designed to increase Internet knowledge, skills, and expertise of library personnel to maximize Ariel technology. The report is divided into nine sections: (1) Introduction; (2) Launching the Project; (3) Internet Training Workshops and Outcomes; (4) Ariel Workstation Installations, Training, and Evaluation; (5) Task Force Assignments and Accomplishments; (6) Gateway Activities and Network Expansion; (7) Expanded Project; (8) Project Visibility; and (9) Project Outcomes. While the Wyoming Academic Libraries Resource Project was designed to focus on the state's academic population, the result was a rapid document delivery system that impacts the entire population of Wyoming. The project is representative of a genuine willingness to participate in resource sharing initiatives among the University of Wyoming Libraries, eight community colleges, the Wyoming State Library, and numerous county and branch public libraries. For Wyoming's academic and many public libraries, the barriers of remoteness and isolation are coming down and the technology gaps have narrowed. (SWC)

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ED 409 917

Wyoming Academic Libraries Resource Project:

Developing a Statewide Ariel Document Delivery Network

Final Report
Funded by the U.S. Department of Education.
HEA Title IIA

Prepared by: Karen Lange
Project Director: Keith Cottam

February 17, 1997

IR056440

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I. INTRODUCTION

I. INTRODUCTION

The geographical isolation and technological remoteness of Wyoming's academic libraries have always presented special difficulties and barriers for the development of statewide programs. With a federal grant awarded to the University of Wyoming Libraries, the academic library community has been able to address some of the state's technological barriers.

In October, 1994, the U.S. Department of Education awarded $134,000 to the Wyoming Academic Libraries Resource Project. The purpose of the grant was to develop an interconnected information access and delivery system among Wyoming's academic libraries and the State Library. The goal of this effort was to formalize communication, cooperation and resource sharing by developing an Ariel document delivery system. The project was also designed to increase Internet knowledge, skills and expertise of library personnel to maximize Ariel technology.

The project's participating institutions were the University of Wyoming Libraries and the state's eight community college libraries (Casper College, Central Wyoming College, Eastern Wyoming College, Laramie County Community College, Northwest College, Northern Wyoming Community College District which includes Sheridan College and the Gillette campus, and Western Wyoming Community College). Other project participants included the Wyoming State Library and the Wyoming Community College Commission. The grant was

administered, managed and coordinated through the University of Wyoming Libraries under the direction of the Assistant Director of Extended Library Services.

As noted above, the purpose of the Wyoming Academic Libraries Resource Project was to improve cooperation and resource sharing among Wyoming's academic libraries. The following specific objectives defined the project:

1. To improve resource sharing among Wyoming's academic libraries through an interconnected information access and delivery system.

2. To increase the capability for local, regional and national resource sharing in Wyoming's academic libraries, regardless of the type of system and information databases available to individual libraries.

3. To enhance the libraries at participating institutions by making a wider range of library resources more easily and efficiently available.

4. To educate and train librarians and technical staff at participating libraries and agencies on expanded use, opportunities, methods and protocols of resource sharing via the Internet.

5. To evaluate training sessions and monitor Ariel activity.

Many public libraries have now joined the network, and when the project ended in March, 1996, there were 27 Ariel workstations located in Wyoming's libraries. Materials held by libraries throughout the state and nation are now more easily accessed and delivered via the Internet. Academic and public libraries across Wyoming are connected to over 700 libraries around the world which use the Ariel software for the rapid transmission of documents.

II. LAUNCHING THE PROJECT

Attachments II-A - II-B

II. LAUNCHING THE PROJECT

Project funding was received October 1, 1994. Implementation began soon after the University of Wyoming received notification that they were the recipients of a HEA-Title II-A grant. An academic library director's meeting was held October 6, 1994, to review the project's purpose and goals (Attachment II-A); establish an action plan (Attachment II-B); and appoint task force members.

During the project organizational meeting, the action plan was reviewed and deadlines established. Participants were asked to provide information about equipment specifications, in-house technical requirements, and the names and phone numbers for computer and technical support personnel.

Three task forces were organized to plan and consider future strategies for continuing resource sharing initiatives once the project ended. Each task force was given a charge and assigned members. One task force was responsible for reviewing and revising the library services section of the cooperative agreements between the University of Wyoming and the community colleges. Another group was charged with the development of criteria to assess and evaluate methods for strengthening Wyoming's academic libraries network and to determine future networking projects and initiatives. The third task force, which included all project participants, was responsible for formalizing the Wyoming Academic Libraries Consortium structure and to develop plans for future resource sharing initiatives based on the recommendations of the other

two task forces. The activities and outcomes of each task force are described in a separate section of this report (See Chapter V).

Technical upgrades to the telecommunication network were quickly set in place. Telecommunications equipment was ordered to increase data transmission speeds and expand the capacity of the community college wide area network. By December, all of the telecommunications equipment had been received and installed.

A month into the project all equipment specifications and requests were received from each of the nine sites. By November, orders were submitted for Ariel workstation computers, printers, scanners, data cards and the Ariel software. In January, UW's computer technical support staff began the process of in-house testing of the hardware and loading the Ariel software. Once the Ariel workstations were installed, intensive training was conducted on the use of the Ariel software.

Training needs had to be identified early on in the project for the purpose of scheduling workshop trainers. Originally, the project planned to enhance Internet skills by offering training sessions provided by the Colorado SuperNet, a regional non-profit organization promoting use of the Internet. This training session would have concentrated on Internet system administration skills to promote on-site expertise within the academic library community. However, between the time the proposal was submitted and the project was funded, the Wyoming State Legislature appropriated funding to install a statewide integrated

library system, including access to the Internet and a gateway to CARL, UW's integrated library system vendor. Since librarians would receive basic Internet training provided by the Wyoming State Library, the Supernet training component was no longer relevant to the project.

Following a discussion with library directors about their staff's Internet skills and abilities, it became apparent there were varying levels of knowledge and understanding among the staff. Because of the diverse skills and knowledge, several different approaches to Internet training were considered.

It was decided two levels of training would be available to library staff. One on-line Internet workshop, referred to as "Roadmap," would be promoted as a basic introduction to the Internet. This self-paced, self-graded learning module was available to anyone who wished to learn about the Internet. Three slightly more advanced Internet workshops were scheduled which focused on specific aspects of the Internet. These included "Internet: Training the Trainers" and "The Internet as a Reference Tool." A third half-day workshop was also arranged to introduce librarians to OCLC "FirstSearch," which was available via the Internet. By mid-May, all training components of the project were completed. A savings in training expenses was realized by encouraging individuals to participate in the Roadmap workshop to learn basic Internet training skills.

ATTACHMENT II-A

ELEMENTS OF HEA PROJECT

ELEMENTS OF THE HEA PROJECT

- INSTALL WYLD/CARL DIRECT LINE FROM DENVER TO CHEYENNE.
- INSTALL ARIEL WORKSTATIONS AND PROVIDE TRAINING.
- INSTALL WIDE-AREA NETWORK
- PROVIDE INTERNET TRAINING
- PROVIDE SUPERNET TRAINING
- ESTABLISH TASK FORCES
    - REVISE COOPERATIVE AGREEMENTS
    - FORMALIZE WYOMING ACADEMIC LIBRARIES CONSORTIUM
    - ASSESS AND EVALUATE NETWORK DEVELOPMENT
- MONITOR, ASSESS, AND EVALUATE ALL PROGRAM ACTIVITIES
- SUBMIT INTERIM AND FINAL REPORTS

ATTACHMENT II-B

HEA PROJECT GOALS

PROJECT GOALS

* SUPPORT GATEWAY FACILITIES CONNECTING WYLD AND CARL SYSTEM.

* INSTALL ARIEL WORKSTATIONS IN EACH COMMUNITY COLLEGE LIBRARY AND THE WYOMING STATE LIBRARY.

* INCREASE INTERNET KNOWLEDGE, SKILLS, AND ABILITIES.

* STRENGTHEN THE INFRASTRUCTURE AMONG WYOMING ACADEMIC LIBRARIES, WYOMING STATE LIBRARY, AND WYOMING COMMUNITY COLLEGE COMMISSION FOR COOPERATIVE COLLECTION DEVELOPMENT, INFORMATION DELIVERY AND RESOURCE SHARING.

III. INTERNET TRAINING WORKSHOPS AND OUTCOMES

Attachments III-A - III-D

III. INTERNET TRAINING WORKSHOPS AND OUTCOMES

A specific project objective was to educate and train librarians and technical staff on the use, methods and protocols of the Internet. Library staff who wanted basic Internet training were encouraged to enroll in a self-paced Internet tutorial entitled "Roadmap." Other staff who wanted more advanced training were given the option of participating in more specialized workshops. Three workshops were scheduled and conducted by the Denver-based Bibliographical Center for Research (BCR). The BCR training sessions offered on the University of Wyoming campus included: 1) Training the Internet Trainer, 2) Internet as a Reference Tool, and 3) OCLC FirstSearch.

Roadmap Tutorials. Staff who wanted basic Internet training were encouraged to enroll in an on-line, self-paced Internet tutorial. The Roadmap tutorial was available at no charge to anyone who subscribed to the training modules. Topics included e-mail basics, listservs, FTP, Archie, Veronica, address searches, and the World Wide Web. In total there were 35 lessons, all of which could be downloaded and stored for future reference.

Overall, library staff were quite receptive to this type of on-line, self-paced learning environment. There were 43 individuals from the community colleges and the Wyoming State Library who indicated they planned to subscribe to the Roadmap Internet workshop. Unfortunately, many who attempted to join the tutorial sessions received a message that the workshop was filled; however,

upon request, the lessons could be e-mailed to interested individuals. Staff could request the lessons on a daily basis or in one-week blocks.

Workshop completion data is not available as many participants continued to work on the lessons throughout the project. As part of an ongoing effort to train staff on using the Internet, the Roadmap lessons were archived so that at any time a library could request either a paper or electronic copy of the entire workshop or they could request a specific lesson on a particular topic.

Additional workshops were scheduled for library staff who were somewhat familiar with the Internet. Three training sessions were offered on the UW campus and all were conducted by the Bibliographical Center for Research (BCR). The training sessions and evaluations of each workshop are described below.

Internet as a Reference Tool. This one-day seminar focused on practical ways to find and use information over the Internet. Topics demonstrated in this course included effective retrieval techniques, subject trees and indexes, World Wide Web search engines, using the Internet for reference services, and locating key sites for news, government information, finance and investment information, periodicals, software, and career and employment information.

All academic institutions and the Wyoming State Library had staff participating in this workshop. Immediately following the seminar, an evaluation form (Attachment III-A) was sent to all participants. A total of 18 evaluation forms were completed. The majority of the participants felt the workshop

achieved its stated objectives. The level of the workshop was "about right." In other words, most participants felt comfortable with the level at which the material was presented. Three respondents to the workshop evaluation noted the material was somewhat advanced for the level of their skills. Overall, participants were pleased with the instructor's knowledge of the subject matter as well as allowing time to discuss content and answer questions. The results of the evaluation are described in Attachment III-B, and the overall training effectiveness is illustrated in Chart III-1.

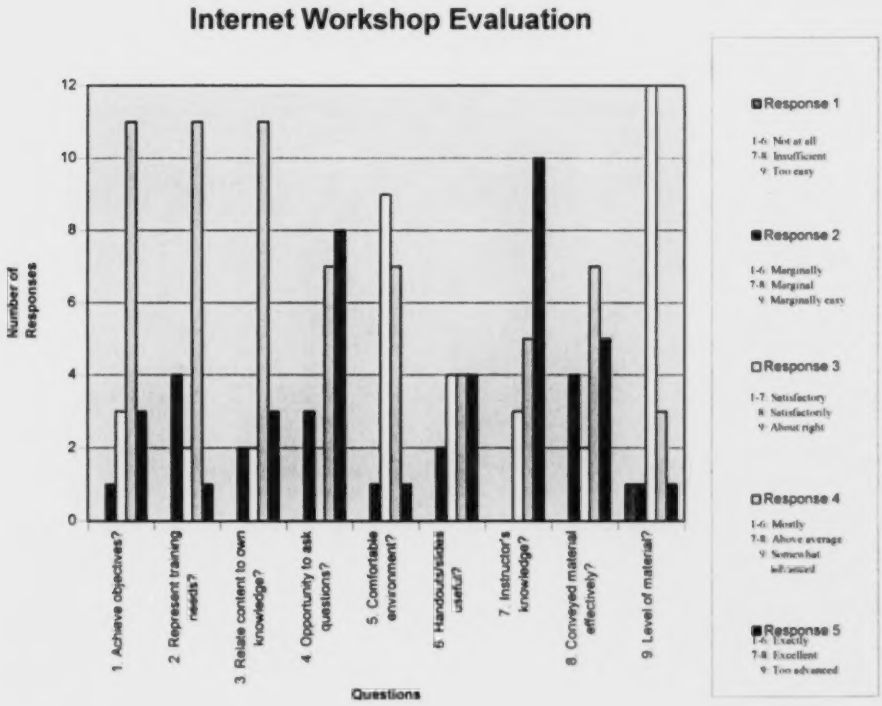

Chart III-1

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Internet Training for Trainers. This workshop presented practical tips and techniques for library personnel who need to train others on using the Internet. Topics covered included deciding what to teach (training format), presentation issues and problems, Internet resources for trainers, Internet tips, software guides and on-line demonstrations, managing malfunctions and overloads, training site problems and solutions, and post-training considerations and support service issues.

There were 20 participants and 19 returned the workshop evaluations. For the most part, this training session met its stated needs, but may have fallen short in achieving all of its stated objectives. Most attendees were able to relate to the program content, but several indicated their questions were ignored or only satisfactorily answered. Other participants commented there was too much overlap between this session and the workshop on the "Internet as a Reference Tool." A few individuals felt the lab environment was inadequate, yet the written comments did not address any specific concerns regarding the computer lab. Some individuals expressed a desire for less talk (lecturing) and more time for demonstrations and hands-on experience. Others suggested that a lesson plan be created as one of their exercises. See Attachment III-C responses and Chart III-2 for a summary of participant reactions to this workshop.

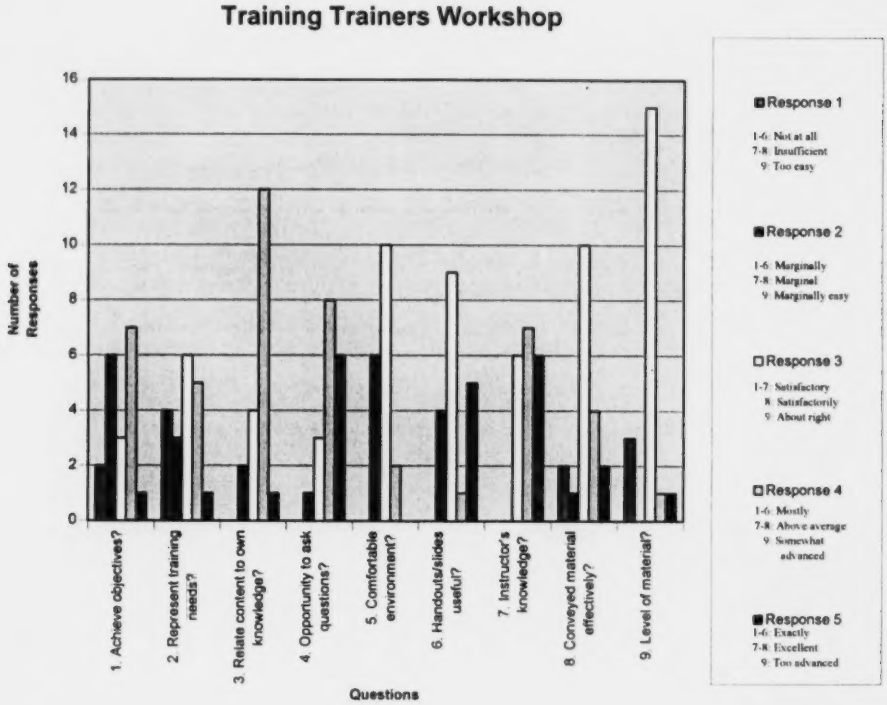

Chart III-2

OCLC FirstSearch: Searching Effectively. This three-hour workshop was designed to teach participants effective use of the OCLC FirstSearch reference system. Because of Internet access to databases, a few librarians were interested in learning about FirstSearch protocols and searching structure. The participants either wanted to learn more about FirstSearch as a potential subscriber, or, because like the University of Wyoming, FirstSearch was already available in the library. The objective of the workshop was to review the structure and documentation of FirstSearch, master basic and advanced search commands, learn about the ordering procedures for document delivery, and

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update participants on pending FirstSearch Developments. Attendees were satisfied with the level of materials and felt the stated objectives were met, (See Attachment III-D and Chart III-3).

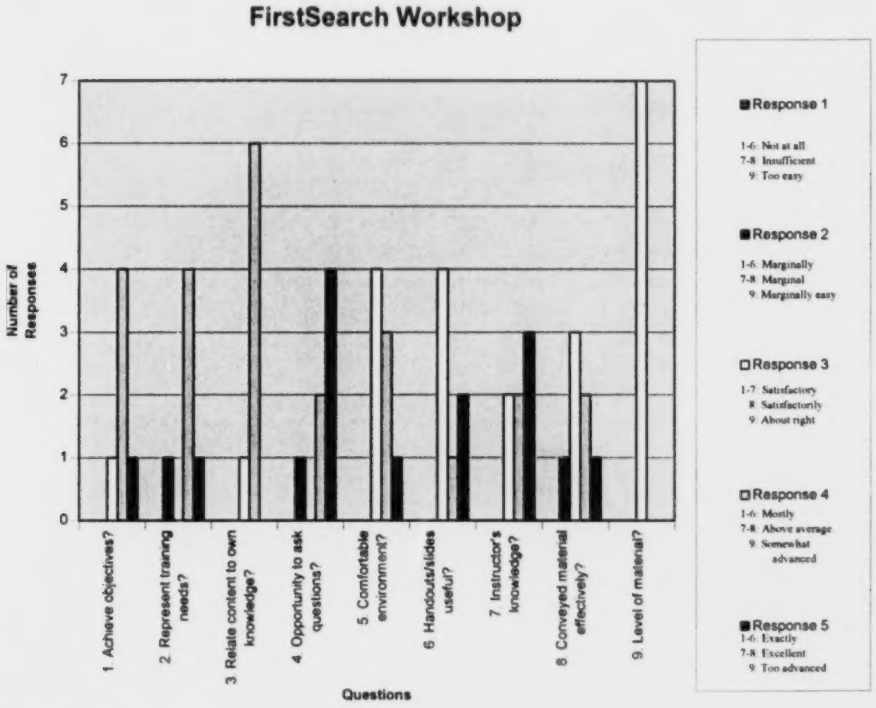

Chart III-3

In summary, staff at all levels benefited from the range of Internet training sessions available. Offering Roadmap as a training alternative was a unique approach to meeting the needs of those individuals requiring a basic introduction to the Internet. Overall, participants were satisfied with the specialized Internet training sessions. Perhaps there were higher expectations for "Training the Trainer" session based on the participant's comments. They expressed a need

for more training and instruction on organizing and planning Internet courses. The workshop receiving the highest marks and most positive comments was the session on using the Internet as a reference tool.

ATTACHMENT III-A

BCR TRAINING WORKSHOPS
EVALUATION FORM

BCR Training Workshops

Workshop Title:_____ **Date:**_____

Instructor:_____

Thank you for participating in the BCR Internet workshop. We are conducting the evaluations as part of the training and assessment components outlined in the HEA grant proposal. The information you provide will assist us in documenting the effectiveness of our training activities. Your responses are important to us.

Circle your response.

1. Did the workshop achieve its stated objectives?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Exactly

2. How well did these objectives represent the true training needs for your job?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Exactly

3. Were you able to relate the program content to what you already know?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Exactly

4. Were you given sufficient opportunity to ask questions?

1	2	3	4	5
Not at All	Infrequently	Satisfactory	Frequently	Always

5. How comfortable was the class environment (room, seating, temperature, etc.)?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Very

6. The level of the material was:

1	2	3	4	5
Too easy	Marginally Easy	About right	Somewhat advanced	Too advanced

7. The instructor's knowledge of the subject was:

1	2	3	4	5
Insufficient	Marginal	Satisfactory	Above Average	Excellent

c:wp5.1/evalform.gus

8. How effectively did the instructor convey the material to students? (Were you able to comprehend the points covered?)

1	2	3	4	5
Not at All	Marginally	Satisfactorily	Above Average	Excellent

9. How useful were the workshop handouts/slides, etc.?

1	2	3	4	5
Not at All	Marginal	Satisfactory	Sometimes	Very

10. Which training technique used in the workshop was most effective? Why?

_____

_____

11. How might the workshop be improved?

_____

_____

_____

12. What was the best aspect of the workshop?

_____

_____

13. Suggestions for future workshops:

_____

_____

14. Comments:

_____

_____

_____

Please mail this evaluation to:
Library Outreach Services (Attn: Karen Lange)
University of Wyoming Libraries
Box 3334, University Station
Laramie, WY 82071-3334
(307) 766-2511, (800) 442-6757, FAX: (307) 766-3062

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ATTACHMENT III-B

INTERNET AS A REFERENCE TOOL EVALUATION RESULTS

Internet as a Reference Tool Evaluation Results

	Response 1	Response 2	Response 3	Response 4	Response 5
1. Achieve objectives?	0	1	3	11	3
2. Represent training needs?	0	4	2	11	1
3. Relate content to own knowledge?	0	2	2	11	3
4. Opportunity to ask questions?	0	3	0	7	8
5. Comfortable environment?	0	1	9	7	1
6. Handouts/slides useful?	0	2	4	4	4
7. Instructor's knowledge?	0	0	3	5	10
8. Conveyed material effectively?	0	4	2	7	5
9. Level of material?	1	1	12	3	1

1. Did the workshop achieve its stated objectives?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

2. How well did these objectives represent the true training needs for your job?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

3. Were you able to relate the program content to what you already know?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

4. Were you given sufficient opportunity to ask questions?
   1. Not at all 2. Infrequently 3. Satisfactory 4. Frequently 5. Always

5. How comfortable was the class environment (room, seating, temperature, etc.?)
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

6. How useful were the workshop handouts/slides, etc.?
   1. Not at all 2. Marginal 3. Satisfactory 4. Sometimes 5. Very

7. The instructor's knowledge of the subject was:
   1. Insufficient 2. Marginal 3. Satisfactory 4. Above average 5. Excellent

8. How effectively did the instructor convey the material to students? (Were you able to comprehend the points covered?)
   1. Not at all 2. Marginally 3. Satisfactorily 4. Above average 5. Excellent

9. The level of the material was:
   1. Too easy 2. Marginally easy 3. About right 4. Somewhat advanced 5. Too advanced

ATTACHMENT III-C

INTERNET TRAINING FOR TRAINERS
EVALUATION RESULTS

Internet Training for Trainers Evaluation Results

	Response 1	Response 2	Response 3	Response 4	Response 5
1. Achieve objectives?	2	6	3	7	1
2. Represent training needs?	4	3	6	5	1
3. Relate content to own knowledge?	0	2	4	12	1
4. Opportunity to ask questions?	0	1	3	8	6
5. Comfortable environment?	0	6	10	2	0
6. Handouts/slides useful?	0	4	9	1	5
7. Instructor's knowledge?	0	0	6	7	6
8. Conveyed material effectively?	2	1	10	4	2
9. Level of material?	3	0	15	1	1

1. Did the workshop achieve its stated objectives?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

2. How well did these objectives represent the true training needs for your job?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

3. Were you able to relate the program content to what you already know?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

4. Were you given sufficient opportunity to ask questions?
   1. Not at all 2. Infrequently 3. Satisfactory 4. Frequently 5. Always

5. How comfortable was the class environment (room, seating, temperature, etc.?)
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

6. How useful were the workshop handouts/slides, etc.?
   1. Not at all 2. Marginal 3. Satisfactory 4. Sometimes 5. Very

7. The instructor's knowledge of the subject was:
   1. Insufficient 2. Marginal 3. Satisfactory 4. Above average 5. Excellent

8. How effectively did the instructor convey the material to students? (Were you able to comprehend the points covered?)
   1. Not at all 2. Marginally 3. Satisfactorily 4. Above average 5. Excellent

9. The level of the material was:
   1. Too easy 2. Marginally easy 3. About right 4. Somewhat advanced 5. Too advanced

ATTACHMENT III-D

FIRSTSEARCH WORKSHOP
EVALUATION RESULTS

FirstSearch Workshop Evaluation Results

	Response 1	Response 2	Response 3	Response 4	Response 5
1. Achieve objectives?	0	0	1	4	1
2. Represent training needs?	0	1	0	4	1
3. Relate content to own knowledge?	0	0	1	6	0
4. Opportunity to ask questions?	0	1	0	2	4
5. Comfortable environment?	0	0	4	3	1
6. Handouts/slides useful?	0	0	4	1	2
7. Instructor's knowledge?	0	0	2	2	3
8. Conveyed material effectively?	0	1	3	2	1
9. Level of material?	0	0	7	0	0

1. Did the workshop achieve its stated objectives?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

2. How well did these objectives represent the true training needs for your job?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

3. Were you able to relate the program content to what you already know?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

4. Were you given sufficient opportunity to ask questions?
   1. Not at all 2. Infrequently 3. Satisfactory 4. Frequently 5. Always

5. How comfortable was the class environment (room, seating, temperature, etc.?)
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

6. How useful were the workshop handouts/slides, etc.?
   1. Not at all 2. Marginal 3. Satisfactory 4. Sometimes 5. Very

7. The instructor's knowledge of the subject was:
   1. Insufficient 2. Marginal 3. Satisfactory 4. Above average 5. Excellent

8. How effectively did the instructor convey the material to students? (Were you able to comprehend the points covered?)
   1. Not at all 2. Marginally 3. Satisfactorily 4. Above average 5. Excellent

9. The level of the material was:
   1. Too easy 2. Marginally easy 3. About right 4. Somewhat advanced 5. Too advanced

IV. ARIEL WORKSTATION INSTALLATIONS, TRAINING AND EVALUATION

Attachments IV-A - IV-F

IV. ARIEL WORKSTATION INSTALLATIONS, TRAINING AND EVALUATION

Early in the project the library directors were asked to contact their key campus computer personnel and technicians, since hardware installation and network connections involved more than working directly with library personnel. Contacts were immediately established with each site's technical support personnel. In addition, all computer personnel were sent copies of the grant proposal. They were also contacted by the college library director and asked to provide information to the UW computer support personnel on the network cards and the on-site telecommunications system and network. As Ariel was installed at each site, the community college computer support technicians assisted with connecting the Ariel hardware to campus LANs which were then connected to state agency lines and then to the Internet.

Because computer personnel had been involved from the beginning, most technicians took a personal interest in contributing to the success of this project. Consequently, when it came time to install the workstations, they, along with the library staff, were eager to get the workstations up and running.

The UW Libraries' computer systems technician traveled over 2,800 miles throughout Wyoming installing workstations. As each system was installed, it was placed on the receive mode until library staff were trained on both the sending and receiving functions. Within three weeks after the last installation, training was scheduled to take place on the UW campus. At least one individual,

usually the staff member responsible for interlibrary loan, came from each community college and the Wyoming State Library.

Training took place throughout April and May 1995. The Ariel training sessions were coordinated with the Internet workshops. This allowed several individuals from one institution the opportunity to share traveling expenses which resulted in cost savings for the project.

Ariel training included scanning, sending and addressing documents. Special attention was give to the enhancements available for scanning. Use of the computer IP address book was highlighted. A handout was distributed listing tips and suggestions for Ariel usage and how to contact RLG (Research Libraries Group) for technical support. In addition, information was distributed for subscribing to the Ariel listserv (Attachment IV-A).

Evaluations were conducted for the Ariel training sessions (See Attachment IV-B). Participants were extremely satisfied with the level of training received. Library staff further indicated they felt comfortable returning to their site and placing the workstations on both the sending and receiving modes. For participant questionnaire responses, see Chart IV-1 and Attachment IV-C.

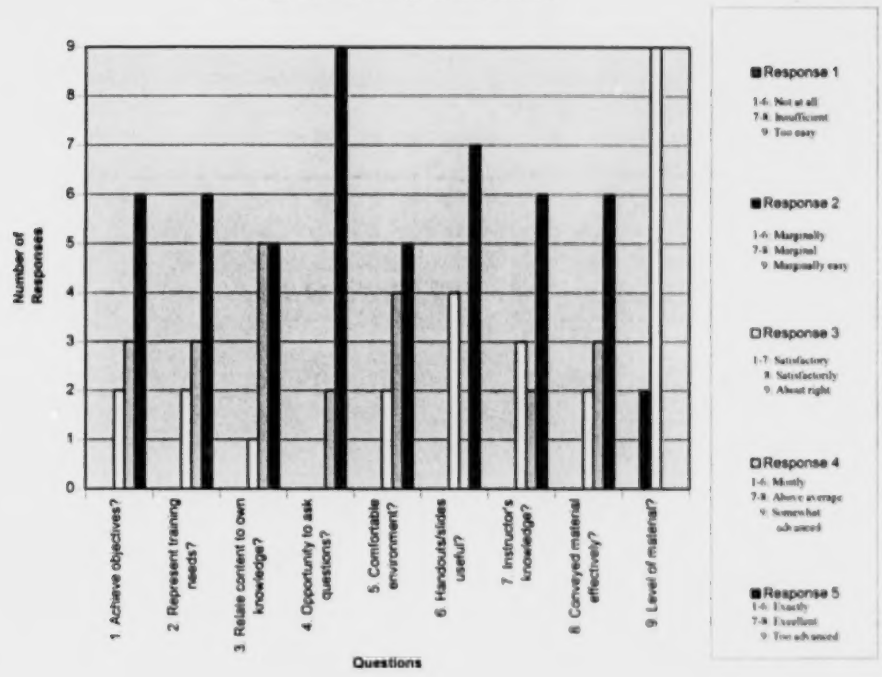

Chart IV-1

Once Ariel workstations were installed and staff had become familiar with their use, two forms of evaluations were conducted. One evaluation monitored the use of Ariel (see Attachment IV-D) and the other evaluation was a patron satisfaction survey (see Attachment IV-E). For both assessments, data collection began in September 1, 1995, and ended February 29, 1996, which represented at least one semester's worth of data.

The patron satisfaction survey was designed to send with patron document delivery requests that had been received via Ariel rather than faxed or mailed. Surveys were given to every fifth patron who received a document

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delivered by Ariel. They were asked to complete and return the survey to a specified location. A summary of the Ariel document delivery survey data is presented in Chart IV-2.

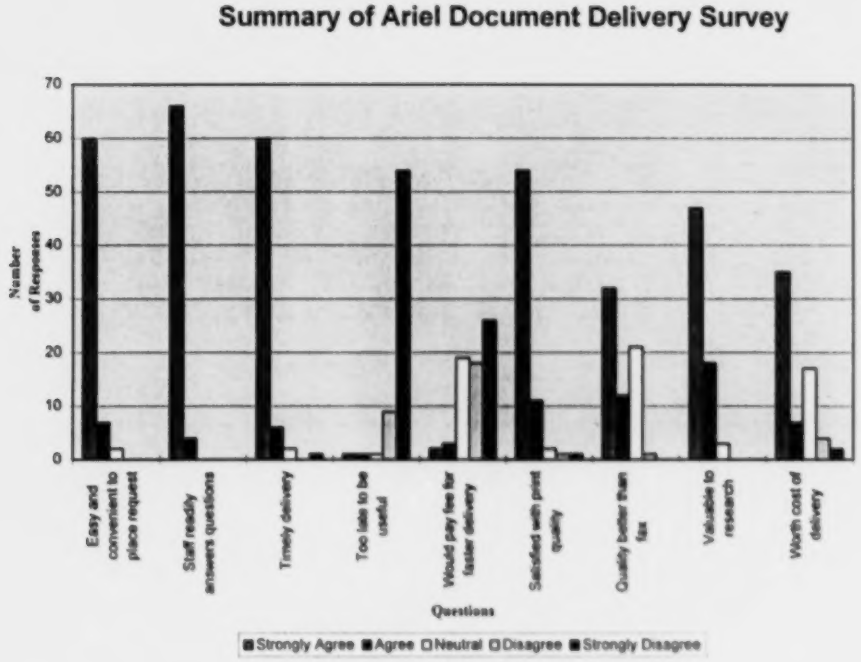

Chart IV-2

Survey data for each participating institution is represented in Charts IV-3, IV-4, IV-5, IV-6, IV-7, IV-8, IV-9, IV-10.

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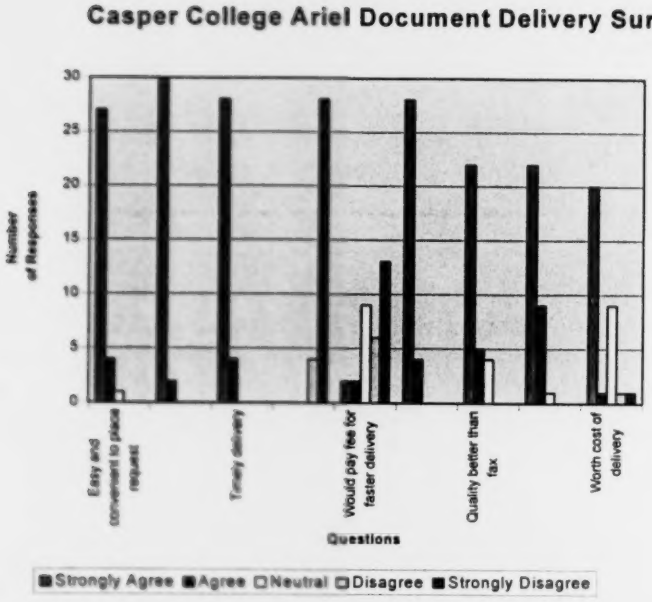

Chart IV-3

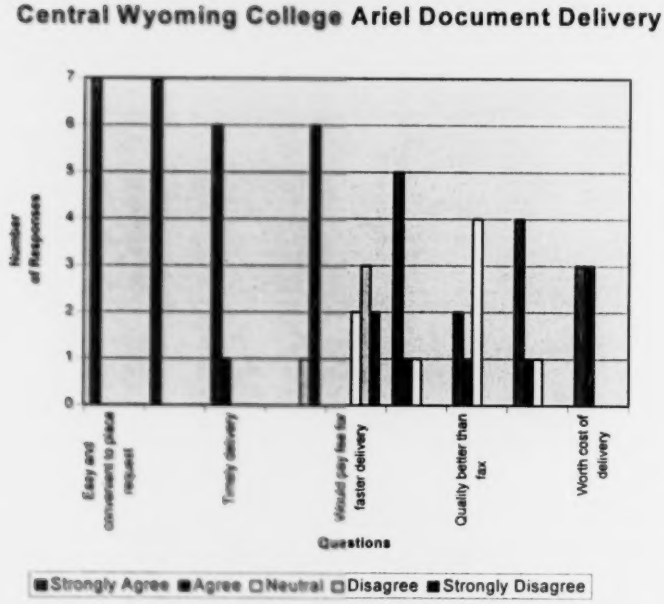

Chart IV-4

BEST COPY AVAILABLE

Laramie County Community College Ariel Document Delivery Survey

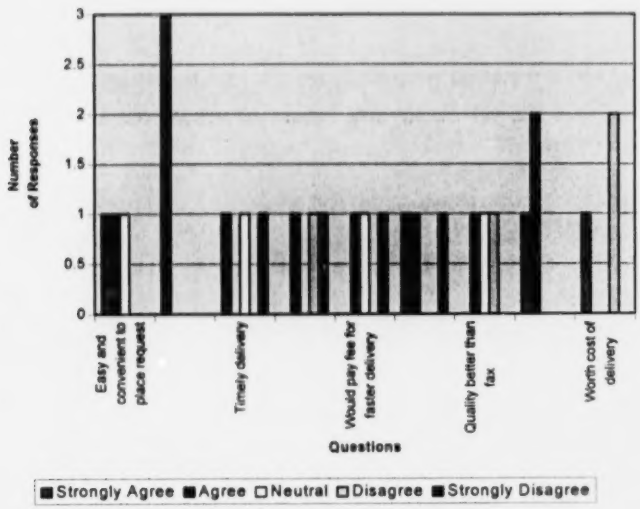

Chart IV-5

NWCC/Gillette Ariel Document Delivery Survey

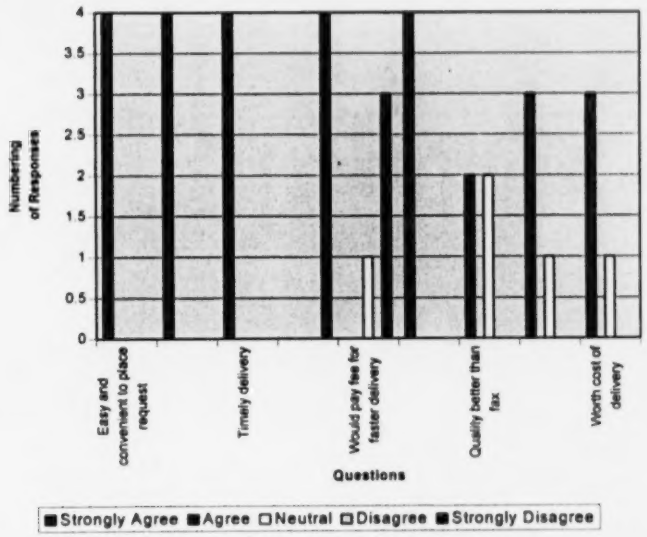

Chart IV-6

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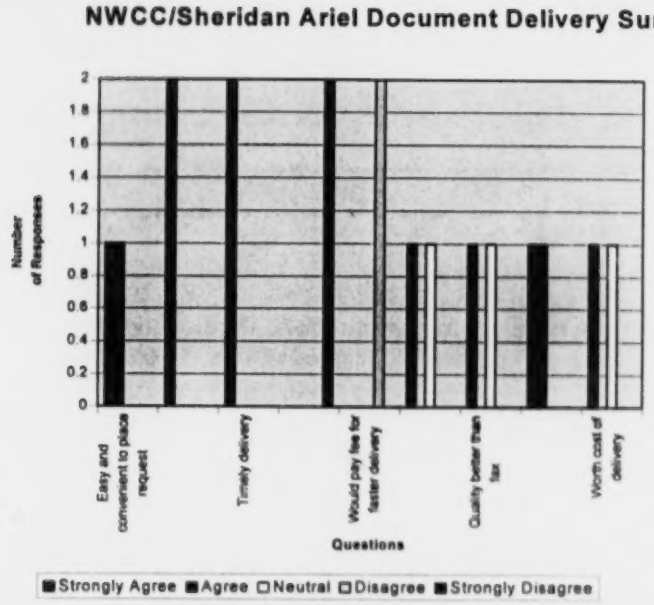

Chart IV-7

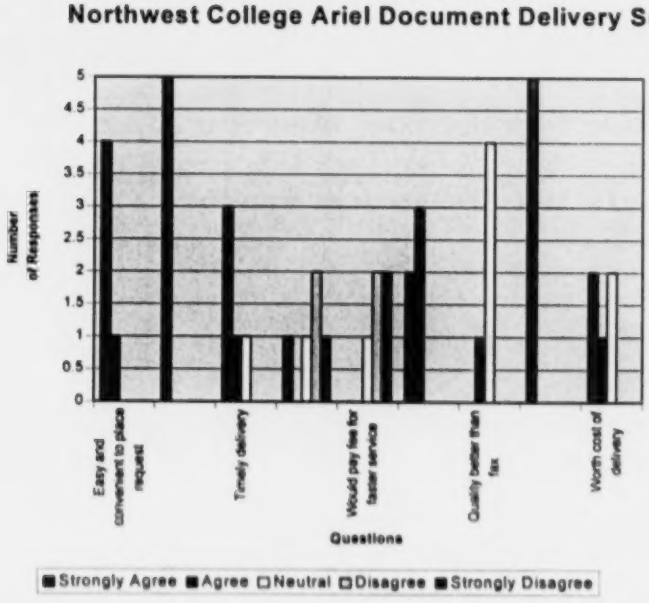

Chart IV-8

BEST COPY AVAILABLE

Western Wyoming Community College Ariel Document Delivery Survey

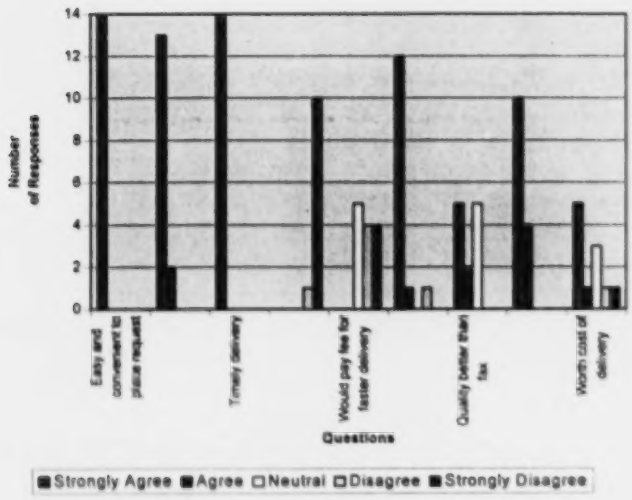

Chart IV-9

Wyoming State Library Ariel Document Delivery Survey

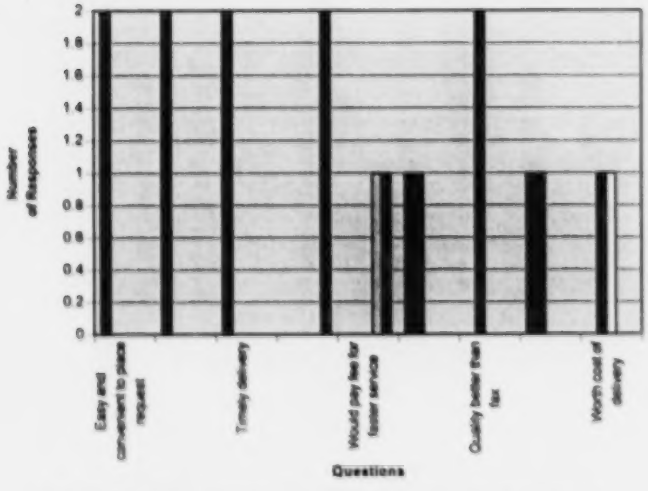

Chart IV-10

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A summary of the Ariel patron response is presented in Attachment IV-F. During the evaluation period, one community college did not have data to report since their Ariel workstation was not functioning due to network configuration problems. By the time the workstation was reconnected, the evaluation period was near completion.

Ariel send and receive logs were also maintained for a six-month period (September-February) for the purpose of documenting Ariel activity at each of the participating institutions. The community colleges and the Wyoming State Library Ariel use data is presented in Chart IV-11.

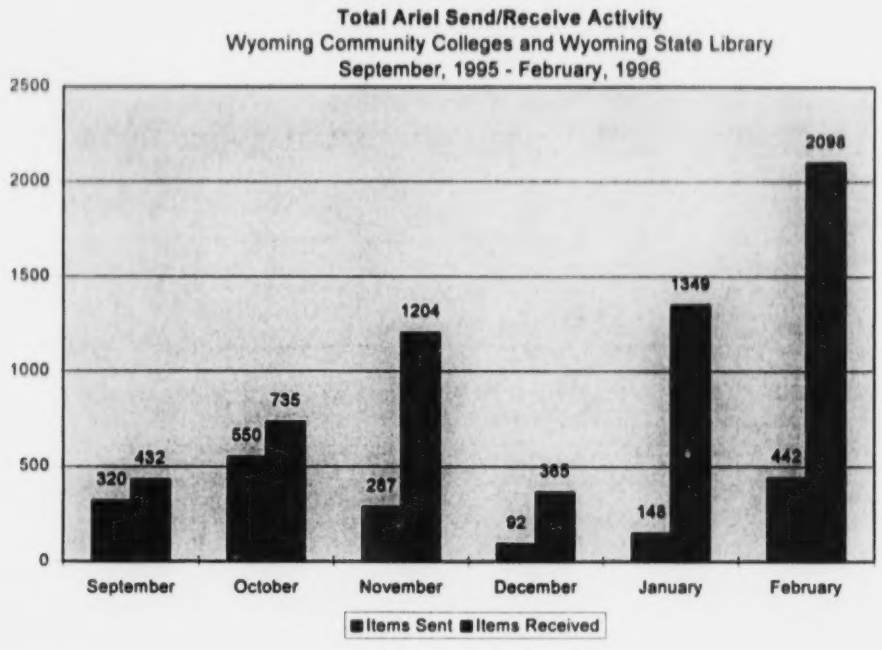

Chart IV-11

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The University of Wyoming Libraries Ariel workload is represented separately due to the large volume of transactions, and, unlike the other project participants, UW has been using Ariel since 1992 (see Chart IV-12).

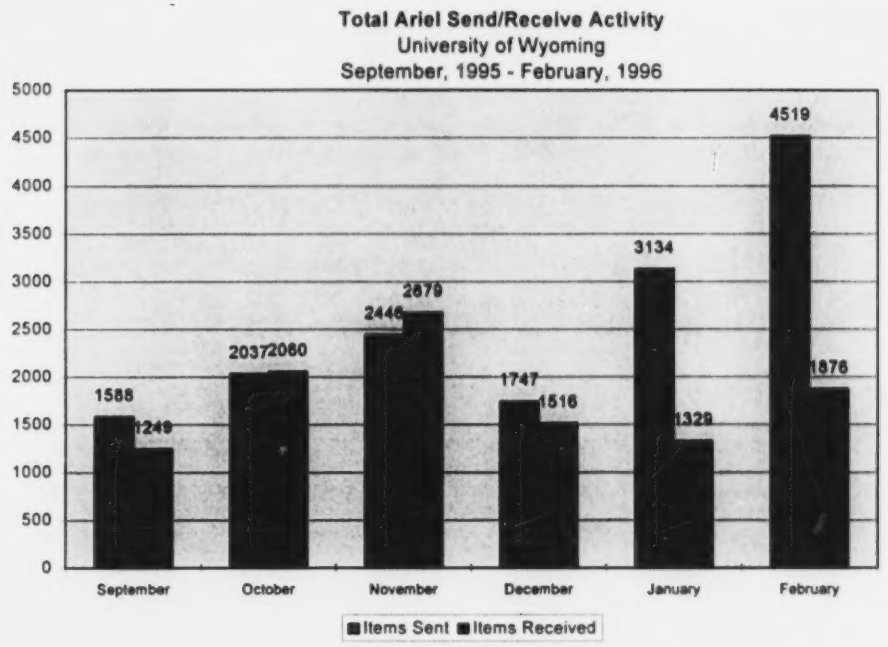

Chart IV-12

Upon reviewing the attached chart, more Ariel documents were received than sent. This is to be expected based on the size of the community college library and the Wyoming State Library collections. Several of the institutions continue to monitor Ariel activity. The University of Wyoming uses the send/receive logs to verify document transmission and to review monthly activities, trends and supply usage.

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ATTACHMENT IV-A

TIPS/SUGGESTIONS FOR ARIEL USAGE

- ARIEL ADDRESS BOOK
- ARIEL DISCUSSION GROUP
- ARIEL TECHNICAL SUPPORT

TIPS/SUGGESTIONS FOR ARIEL USAGE

Scanning Documents

1. Dither should be used when you are scanning a picture. I cannot find a definition of dither, but it has to do with spreading out the dots/inch of an image file.

2. Leave your resolution set on high. It takes a few seconds longer to scan but the image received on the other end is of better quality.

3. You may need to move the brightness and contrast settings if you are working with a particularly light print.

4. Generally, you will want to leave your Disposition set on "Scan then send." The only time you will want to use "Scan and Save" is when you are testing for a problem, or you know you want to send the document to another site.

5. "Preview page" is very helpful if the volume is tightly bound and you want to check to see if the printing in the gutter is legible.

6. When scanning an item and an incoming item is being printed at the same time, both processes will greatly slow down. It is best if you turn the auto printing setting off when you begin scanning. Turn it back on when you are completed scanning.

Sending Documents

1. Use a "Document ID" that is relevant to the item being sent. Use the request number or note that you're sending a message, etc.

2. Use the "Note" field for the call number or any pertinent information you may have to the item being sent. i.e. tightly bound.

3. To move between boxes in this screen, use the tab key.

Receiving Documents

1. Leave your Ariel workstation running Ariel the software as much as possible. Leave the "Auto receiving" setting turned on all the time. You may want to turn off the "Auto printing" setting if you are working in another Windows application. You may want to batch print your received items at certain times of the day.

2. If you leave "Auto printing" turned on when leave at the end of the day, you will want to fill the paper tray.

Address Book

1. Use alias addresses that are relevant to you, i.e. OCLC codes, DRA addresses.

2. Use the comment field to specifically identify the library.

3. Verify the I.P. address.

The list of ARIEL registered sites is available through anonyomous FTP at lyra.stanford.edu

ARIEL Discussion Group

You may also want to join the Ariel Discussion Group. Ariel users from around the world post messages to the group regarding technical problems, unique applications of Ariel, addresses and anything else someone might think is informative to the group. Ariel Technical Support Staff closely monitor the list and offer prompt suggestions to problems posed on the list.

To join ARIE-L, the Ariel discussion group, send an e-mail message to:

listserv@idbsu.bitnet

The message should simply read (no subject line, no signatures):

SUBSCRIBE ARIE-L first name lastname

Also, if you're a World-Wide Web traveller, Ariel has a home page at:

http://www-rlg.stanford.edu/ariel.html

Ariel Technical Support

1-800-537-7546

or send an e-mail message to Cindi Carlson at RLG:
bl.clc@rlg.stanford.edu

ATTACHMENT IV-B

ARIEL TRAINING WORKSHOPS
EVALUATION FORM

ARIEL Training Workshops

Workshop Title:_____ **Date:**_____

Instructor:_____

Thank you for participating in the Ariel workshop. We are conducting the evaluations as part of the training and assessment components outlined in the HEA grant proposal. The information you provide will assist us in documenting the effectiveness of our training activities. Your responses are important to us.

Circle your response.

1. Did the workshop achieve its stated objectives?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Exactly

2. How well did these objectives represent the true training needs for your job?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Exactly

3. Were you able to relate the program content to what you already know?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Exactly

4. Were you given sufficient opportunity to ask questions?

1	2	3	4	5
Not at All	Infrequently	Satisfactory	Frequently	Always

5. How comfortable was the class environment (room, seating, temperature, etc.)?

1	2	3	4	5
Not at All	Marginally	Satisfactory	Mostly	Very

6. The level of the material was:

1	2	3	4	5
Too easy	Marginally Easy	About right	Somewhat advanced	Too advanced

7. The instructor's knowledge of the subject was:

1	2	3	4	5
Insufficient	Marginal	Satisfactory	Above Average	Excellent

c:wp5.1/evalform.ari

8. How effectively did the instructor convey the material to students? (Were you able to comprehend the points covered?)

1	2	3	4	5
Not at All	Marginally	Satisfactorily	Above Average	Excellent

9. How useful were the workshop handouts?

1	2	3	4	5
Not at All	Marginal	Satisfactory	Sometimes	Very

10. Which training technique used in the workshop was most effective? Why?

_____

_____

11. How might the workshop be improved?

_____

_____

_____

12. What was the best aspect of the workshop?

_____

_____

13. Suggestions for future workshops:

_____

_____

14. Comments:

_____

_____

_____

Please mail this evaluation to:
Library Outreach Services (Attn: Karen Lange)
University of Wyoming Libraries
Box 3334, University Station
Laramie, WY 82071-3334
(307) 766-2511, (800) 442-6757, FAX: (307) 766-3062

c:wp5.1/evalform.ari

ATTACHMENT IV-C

ARIEL EVALUATION RESULTS

Ariel Evaluation Results

	Response 1	Response 2	Response 3	Response 4	Response 5
1. Achieve objectives?	0	0	2	3	6
2. Represent training needs?	0	0	2	3	6
3. Relate content to own knowledge?	0	0	1	5	5
4. Opportunity to ask questions?	0	0	0	2	9
5. Comfortable environment?	0	0	2	4	5
6. Handouts/slides useful?	0	0	4	0	7
7. Instructor's knowledge?	0	0	3	2	6
8. Conveyed material effectively?	0	0	2	3	6
9. Level of material?	0	2	9	0	0

1. Did the workshop achieve its stated objectives?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

2. How well did these objectives represent the true training needs for your job?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

3. Were you able to relate the program content to what you already know?
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

4. Were you given sufficient opportunity to ask questions?
   1. Not at all 2. Infrequently 3. Satisfactory 4. Frequently 5. Always

5. How comfortable was the class environment (room, seating, temperature, etc.?)
   1. Not at all 2. Marginally 3. Satisfactory 4. Mostly 5. Exactly

6. How useful were the workshop handouts/slides, etc.?
   1. Not at all 2. Marginal 3. Satisfactory 4. Sometimes 5. Very

7. The instructor's knowledge of the subject was:
   1. Insufficient 2. Marginal 3. Satisfactory 4. Above average 5. Excellent

8. How effectively did the instructor convey the material to students? (Were you able to comprehend the points covered?)
   1. Not at all 2. Marginally 3. Satisfactorily 4. Above average 5. Excellent

9. The level of the material was:
   1. Too easy 2. Marginally easy 3. About right 4. Somewhat advanced 5. Too advanced

ATTACHMENT IV-D

ARIEL DOCUMENTS SENT — FORM

ARIEL DOCUMENTS RECEIVED — FORM

ARIEL DOCUMENTS SENT

College Library

DATE	PLACE SENT	# PAGES	OPERATOR INITIALS	COMMENTS

ARIEL DOCUMENTS RECEIVED

College Library

DATE	PLACE FROM WHICH RECEIVED	# PAGES	COMMENTS

ATTACHMENT IV-E

ARIEL QUESTIONNAIRE — FORM

Ariel Questionnaire

This request was filled using a rapid document delivery system known as **Ariel**. We are interested in your opinion of the quality of this service. **Please take a few moments now and respond to the questions below before you leave the library.** If you have already completed this form for another item, please complete this form again. Your opinion of **each** transaction is an important part of our study. When you are finished, fold the completed form in half and return it to the library staff at the circulation desk. All responses are anonymous.

Thank you for your assistance and cooperation.

When did you receive the attached Ariel item? _____/_____/_____.

In the past year, about how many articles have you requested via Interlibrary Loan? _____.

At what library did you place this request? _____.

Please answer the following questions by selecting the rating which most closely represents your opinion of the statement and write that rating in the space provided.

1 = strongly agree 2 = agree 3 = neutral 4 = disagree 5 = strongly disagree

a) ____ I found it easy and convenient to place a request.

b) ____ The library staff are readily available to answer my questions.

c) ____ I received this item in a timely fashion.

d) ____ Because it took so long to retrieve this item, it was no longer useful.

e) ____ If I could be guaranteed faster delivery, I would be willing to pay a fee of $5 to get this item.

f) ____ I am satisfied with the quality of the printing of this document.

g) ____ I noticed an improvement in the quality of the printing of this document compared to fax delivery.

h) ____ This item was valuable to my research.

i) ____ The average cost of interlibrary loan transactions to the library is about $18. This material was worth that investment.

Additional comments? _____

_____

_____

11/14/95

ATTACHMENT IV-F

SUMMARY OF ARIEL DOCUMENT DELIVERY SURVEY

Summary of Ariel Document Delivery Survey					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy and convenient to place request	60	7	2	0	0
Staff readily answers questions	66	4	0	0	0
Timely delivery	60	6	2	0	1
Too late to be useful	1	1	1	9	54
Would pay fee for faster delivery	2	3	19	18	26
Satisfied with print quality	54	11	2	1	1
Quality better than fax	32	12	21	1	0
Valuable to research	47	18	3	0	0
Worth cost of delivery	35	7	17	4	2

V. TASK FORCE ASSIGNMENTS AND ACCOMPLISHMENTS

Attachments V-A - V-D

V. TASK FORCE ASSIGNMENTS AND ACCOMPLISHMENTS

Another objective of the project was to form three task forces to provide continual feedback and system improvement. The task forces were charged with the following tasks: 1) Develop and monitor formal cooperative agreements among the academic libraries; 2) Formalize the structure, mission statement and objectives of the Wyoming Academic Libraries Consortium to guide future resource sharing among the academic libraries; and 3) Develop criteria to assess and evaluate methods for building the network and determining future networking agreements.

Cooperative Agreement Task Force. This task force was charged with the responsibility of reviewing and revising the existing cooperative agreements between the University of Wyoming and Wyoming's community colleges. Specifically, the cooperative agreements define the level of services the community colleges provide to UW's off-campus students. Since many of the agreements have not been revised or updated for several years, the task force felt it was necessary to critically review and consider a revision of the Library Services. This six-member task force drafted a revision (Attachment V-A) of the Library Services statement which was subsequently adopted by the library directors. It is important to note the revised agreements incorporate the technological cooperation that now exists between and among the various libraries through CARL, WYLD, facsimile transmission and Ariel.

The task force also recommended the creation of a library agreement which further specifies the responsibilities of each institution (Attachment V-B). While this is still in a draft format, it is an issue which will be addressed during a library director's meeting. Upon approval, UW Libraries will discuss adoption and incorporation to the revised cooperative agreements with university administrators.

There are now at least 83 institutions providing off-campus courses in Wyoming, most from out-of-state. It is anticipated that many of the students in these programs will go to their local public and academic libraries for information resources. Recognizing the potential impact distance learners will have on Wyoming's academic libraries, the Cooperative Agreement Task Force proceeded to develop a model cooperative agreement which could be used by Wyoming's academic libraries to establish an agreement or memorandum of understanding with institutions which are offering distance education courses in Wyoming. A draft of the model cooperative agreement will be discussed at the Spring 1997, director's meeting.

Future Networking Task Force. This six-member group was initially charged with the task to develop a criteria to assess and evaluate methods for building an academic library network and determining future resource sharing and cooperative relationships among the academic libraries, the Wyoming State Library and the Wyoming Community College Commission.

As the task force met throughout the project, its charge was further refined and changed to the following:

> "Determine technologies and methods for building the human and telecommunications network and determining future resource sharing and cooperative relationships among the academic libraries, Wyoming State Library and Wyoming Community College Commission."

The task force focused on two important considerations which would further impact future networking initiatives. They were: 1) Clientele, meaning how do we define this group? Who receives "free" service and who pays? And for those who pay, what are the fees? and 2) Resources, both print and electronic. The task force then identified a number of activities which would foster networking and promote resource sharing and cooperative relationships between the academic libraries, Wyoming State Library and the Wyoming Community College Commission. The recommended actions are listed below; several have already been addressed or they are noted as objectives in the Wyoming Academic Libraries Consortium Action Plan, 1996-1997:

1. Cooperative file mounting and shared costs of mounting databases (Accomplished 10/96).
2. Linked web sites among the libraries in Wyoming (Action Plan goal, 1996-97).
3. Cooperative collection development (just-in-time document delivery vs. just-in-case acquisitions).
4. Statewide courier service.
5. Statewide borrowers card (under consideration by Wyoming State Library, community colleges, and public libraries; UW has an existing statewide borrowers policy and card).

6. Patron initiated interlibrary loans from OPAC stations (under consideration and existing in some libraries).

7. Self-checkout for patrons.

8. Expand the cooperative agreements to include the University, the colleges and the public schools.

9. Statewide bibliographic instruction curriculum (agreed-upon information literacy skills).

Task Force to Formalize Consortium. The charge of this task force was to formalize the structure, develop a mission statement and establish objectives for the Wyoming Academic Libraries Consortium to guide future resource sharing among the academic libraries.

All project participants served as members of this task force. The project group wrote a mission statement formalizing the Wyoming Academic Libraries Consortium which reads as follows:

> "The mission of the Wyoming Academic Libraries Consortium is to enhance access to information resources for the varied constituencies of its members. The Consortium will accomplish its mission by:
>
> Strengthening communication among its members
> Improving its members' technological sophistication and capabilities
> Providing opportunities for resource sharing
> Enhancing staff training and development
> Facilitating end-user educational support
> Increasing the visibility of Wyoming academic libraries

The structure of the organization was defined. It agreed to meet twice a year and appointed an individual to coordinate consortium activities. In addition, goals and objectives were identified and an action plan developed (Attachment V-C, V-D). The action plan identified eight goals and appointed individuals who would be responsible for completing tasks. Many of the goals outlined in the

planning document have been accomplished, which includes receiving the Wyoming Library Association Shovlain Award, sponsoring programs at the state library association conference, and serving as an advocate to promote resource sharing and influence policy and decisions at the state government level. Academic librarians continue to participate in State Library initiatives such as voicing concerns about the state's telecommunications system and networking capacity.

ATTACHMENT V-A

RECOMMENDED REVISIONS FOR UNIVERSITY OF WYOMING COOPERATIVE AGREEMENTS WITH COMMUNITY COLLEGES

SUBMITTED BY:
COOPERATIVE AGREEMENTS TASK FORCE

Recommended Revisions for University of Wyoming Cooperative Agreements with Community Colleges

Submitted by:
Cooperative Agreements Task Force

The quality of off-campus educational experiences for UW students and faculty depends in part on the accessibility of information resources and library services. Through its Library Outreach Services Office, the UW Libraries will support UW off-campus curricula in cooperation with the _____ Library.

Specifically, the UW Libraries will design, maintain, and promote consistent and open communication channels to connect the _____ Library to the UW Libraries, provide library reference and research services, develop and deliver library instruction to UW students and faculty, and strengthen networking capabilities between UW and the _____ Library staff. Emphasis will be placed on access to information rather than the on-site collection of materials at _____, capitalizing on the use of the UW online catalog, telefacsimile equipment, document delivery systems, databases, as well as other emerging technologies.

ATTACHMENT V-B

LIBRARY AGREEMENTS — DRAFT

SUBMITTED BY:
COOPERATIVE AGREEMENTS TASK FORCE

LIBRARY AGREEMENTS

The University will offer (name of program, degrees, or courses) at the Community College beginning in 199 . The University acknowledges that it has primary responsibility for identifying, developing, and providing resources and services which address the information needs of its students in (name of town).

The University also acknowledges that the primary function of Community College library is to provide curriculum support for freshman/sophomore level courses and cannot be expected to support materials for junior/senior and graduate level classes.

Thus the University, through its library, agrees to:

1. Provide the Community College library with patron request forms that may be mailed or faxed to the University Library so that University students do not burden the Community College's copyright restrictions.
2. Provide University students with an 800 number for additional library support services
3. Give priority processing to all interlibrary loan requests originating from the Community College library.
4. Provide bibliographic instruction for University students in coordination with the Community College library staff.
5. Consult with Community College librarians regarding collection development in support of the (_____) program.
6. Provide library materials to be placed on reserve in the Community College library and take responsibility to maintain currency in the reserve collection.
7. Advise its students that they are subject to all the rules and regulations of the Community College.
8. Instruct its students, faculty, and administration in the procedures and regulations in force at the Community College as well as the appropriate specifics of this agreement.
9. Reimburse the Community College library for any resources that are lost or mutilated by any University student provided that the Community College has first exhausted its reasonable efforts to recover the replacement costs of the resources from the student, and that the Community College does in fact replace the resource.
10. Subscribe or share in subscription costs for CD-ROM or online programs to support research for courses offered.

The Community College library agrees to:

1. Grant library privileges to all University students as long as they adhere to the rules and regulations in force at the Community College library.
2. Provide reference assistance and interlibrary loan service to all University students.
3. Provide reasonable shelf space for reserve library materials for University classes.
4. Assist University librarians with library instruction.

5. Maintain reasonably appropriate security procedures and insurance coverage on all resource materials provided by the University.

6. Replace all lost, damaged, or stolen resources (by non-University students) provided by the University.

University and Community College librarians agree to assess the progress and effectiveness of these arrangements on a regular basis and revise and refine them as mutually agreed upon.

This agreement is valid until either party requests in writing to change or terminate it. In particular, the University maintains the option to terminate this contract at any time with _____days written notice should the University cease to offer these programs/classes in (town).

(If the University were to purchase materials to become part of the Community College's permanent collection, selection of titles, cataloging responsibilities, and shelving prerogatives will need to be spelled out.)

ATTACHMENT V-C

WYOMING ACADEMIC LIBRARIES CONSORTIUM

- **GOALS AND OBJECTIVES**

WYOMING ACADEMIC LIBRARIES CONSORTIUM

GOALS

1. **Formalize Wyoming Academic Libraries Consortium structure, thus enhancing member communication and professional relations.**

   A. Adopt mission statement by 6/15/95.

   B. Appoint leader and recorder.

   C. Adopt schedule of regular meetings; at least twice a year.

   D. Stabilize list-serv.

   E. Establish appropriate committees.

   * **Responsible person(s): Karen Lange**

2. **Review, assess and recommend appropriate actions regarding cooperative arrangements and memoranda of implementation among Wyoming institutions and with out-of-state institutions.**

   A. Rewrite and recommend changes to the Library Services section of the UW/community college cooperative agreements.

   B. Develop generic agreement that can be adapted for use with out-of-state institutions.

   * **Responsible person(s): Keith Cottam, Sandra Donovan, Lynnette Anderson**

3. Enhance networking capabilities and technical developments.

A. Participate in Wyoming State Library strategic planning initiatives, e.g., have a consortium member on each task force.

B. Pursue grant proposal for full-motion interactive video reference services (demonstration grant possibilities).

C. Provide ongoing networking opportunities for library staff, e.g., staff exchanges and interest groups.

* **Responsible person(s): Keith Cottam**

4. Improve collection development and resource sharing strategies.

A. Participate in Wyoming State Library strategic planning initiatives, e.g., have a consortium member on each task force.

B. Survey and identify the strengths for each institution:

1. Determine common and unique academic programs,
2. Determine collection strengths,
3. Determine personnel knowledge, skills, abilities, and identify gaps.

C. Assess contribution of Ariel workstations to resource sharing and inter-library loan.

* **Responsible person(s): Lynnette Anderson**

5. Increase knowledge, skills and expertise to maximize technological advances for both staff and end-users.

A. Provide training workshops on Ariel, Internet, Roadmap, FirstSearch, etc.

B. Participate in other on-line tutorials such as Netscape and the World Wide Web.

C. Develop generic user guides which can be adapted for site-specific distribution.

D. Integrate technological advances into ongoing library programs.

* **Responsible person(s): Jerome Halpin**

6. Conduct ongoing assessments which will lead to system improvements.

A. Collect Ariel use statistics.

B. Monitor timetable and milestones.

C. Report achievements of task forces.

D. Evaluate training, e.g., Internet, Ariel.

E. Develop performance measures/criteria.

F. Determine who cares, obtain testimonials, situational anecdotes; does Ariel make a difference?

* **Responsible person(s): Bob Kalabus, Karen Lange**

7. Coordinate Consortium initiatives with other libraries and institutions/systems in Wyoming and the surrounding region.

A. Participate with Wyoming State Library strategic planning initiatives, such as consortium representation on task forces and committees.

B. Participate with Wyoming Library Association (WLA), WYLD, CARL, National Network of Libraries of Medicine (NNLM), Greater Midwest Research Library Consortium (GMRLC), GPO depository libraries, etc.

C. Maintain connections with non-library entities such as the Rural Development Council, Telecommunications Council, Wyoming Community College Commission, and UW Cooperative Extension Services.

* **Responsible person(s): Venice Beske**

8. Increase the visibility and influence of Wyoming academic libraries.

A. Submit news releases and/or publicize activities and achievements of the consortium.

B. Maintain effective administrative governance and personal contacts within each institution.

C. Develop effective contacts with other librarians in the state.

D. Submit nomination for WLA Shovlain Award, 1996.

* **Responsible person(s): Debbie Iverson, Mary Ann Meier**

ATTACHMENT V-D

WYOMING ACADEMIC LIBRARIES CONSORTIUM
ACTION PLAN

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM

GOAL 1

Formalize Wyoming Academic Libraries Consortium structure, thus enhancing member communication and professional relations.

ACTIONS (OBJECTIVES)	ASSIGNED RESPONSIBILITY	TARGET DATE	PROGRESS REPORT	COMPLETION DATE
1.A. Adopt mission statement by 6/15/95	Karen Lange	6/95	Completed	6/95
1.B. Appoint leader and recorder	Karen Lange	9/95	Karen Lange will serve as co-ordinator and recorder	6/95
1.C. Adopt schedule of regular meetings; at least twice a year	Karen Lange	9/95		
1.D. Stabilize list-serv	Karen Lange	9/95	ListServ established and moderated by K.Lange. Management and posting adopted as project by WLA-Academic and Special Libraries Section	3/96 10/96
1.E. Establish appropriate committees	Karen Lange	9/95		

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM

GOAL 2

Review, assess and recommend appropriate actions regarding cooperative arrangements and memoranda of implementation among Wyoming institutions and with out-of-state institutions.

ACTIONS (OBJECTIVES)	ASSIGNED RESPONSIBILITY	TARGET DATE	PROGRESS REPORT	COMPLETION DATE
2.A. Rewrite and recommend changes to the Library Services section of the UW/Community college cooperative agreements	Keith Cottam Sandra Donovan Lynnette Anderson			
2.B. Develop generic agreement that can be adapted for use with out-of-state institutions	Keith Cottam Sandra Donovan Lynnette Anderson			

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM
GOAL 3
Enhance networking capabilities and technical developments.

ACTIONS (OBJECTIVES)	ASSIGNED RESPONSIBILITY	TARGET DATE	PROGRESS REPORT	COMPLETION DATE
3.A. Participate in Wyoming State Library strategic planning initiatives, e.g., have a consortium member on each task force	Keith Cottam			
3.B. Pursue grant proposal for full-motion interactive video reference services (demonstration grant possibilities)	Keith Cottam			
3.C. Provide ongoing networking opportunities for library staff, e.g., staff exchanges and interest groups	Keith Cottam	Ongoing	Co-Sponsored Regional Ariel Conference Wyoming Academic Libraries, Consortium sponsored Round-table Discussion on Distance Education at WLA Conference	9/96 10/96

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM GOAL 4 **Improve collection development and resource sharing strategies.**				
ACTIONS (OBJECTIVES)	**ASSIGNED RESPONSIBILITY**	**TARGET DATE**	**PROGRESS REPORT**	**COMPLETION DATE**
4.A. Participate in Wyoming State Library strategic planning initiatives, e.g., have a consortium member on each task force	Lynnette Anderson			
4.B. Survey and identify the strengths for each institution: 1. Determine common and unique academic programs 2. Determine collection strengths 3. Determine personnel knowledge, skills, abilities, and identify gaps	Lynnette Anderson		Business Reference Survey conducted by UW Libraries - 5/96	
4.C. Assess contribution of Ariel workstations to resource sharing and interlibrary loan	Lynnette Anderson	Ongoing	Laurie Lye and Lynnette Anderson conducted survey on Ariel use and satisfaction	8/96

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM
GOAL 5
Increase knowledge, skills and expertise to maximize technological advances for both staff and end-users.

ACTIONS (OBJECTIVES)	ASSIGNED RESPONSIBILITY	TARGET DATE	PROGRESS REPORT	COMPLETION DATE
5.A. Provide training workshops on Ariel, Internet, Roadmap, FirstSearch, etc.			Ariel Conference - 9/96	
5.B. Participate in other on-line tutorials such as Netscape and the World Wide Web				
5.C. Develop generic user guides which can be adapted for site-specific distribution				
5.D. Integrate technological advances into ongoing library programs				

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM GOAL 6 **Conduct ongoing assessments which will lead to system improvements.**				
ACTIONS (OBJECTIVES)	**ASSIGNED RESPONSIBILITY**	**TARGET DATE**	**PROGRESS REPORT**	**COMPLETION DATE**
6.A. Collect Ariel use statistics	Bob Kalabus Karen Lange	Ongoing	Use and Satisfaction Survey - 8/96	
6.B. Monitor timetable and milestones	Bob Kalabus Karen Lange			
6.C. Report achievements of task forces	Bob Kalabus Karen Lange			
6.D. Evaluate training, e.g., Internet, Ariel	Bob Kalabus Karen Lange			
6.E. Develop performance measures/critieria	Bob Kalabus Karen Lange			
6.F. Determine who cares, obtain testimonials, situational anecdotes; does Ariel make a difference?	Bob Kalabus Karen Lange	Ongoing		

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM

GOAL 7

Coordinate Consortium initiatives with other libraries and institutions/systems in Wyoming and the surrounding region.

ACTIONS (OBJECTIVES)	ASSIGNED RESPONSIBILITY	TARGET DATE	PROGRESS REPORT	COMPLETION DATE
7.A. Participate with Wyoming State Library strategic planning initiatives, such as consortium representation on task forces and committees	Venice Beske			
7.B. Participate with Wyoming Library Association (WLA), WYLD, CARL, National Network of Libraries of Medicine (NNLM), Greater Midwest Research Library Consortium (GMRLC), GPO depository libraries, etc.	Venice Beske	Ongoing	Co-Sponsored Ariel Conference Sponsored WLA program - distance education	9/96 10/96
7.C. Maintain connections with non-library entities such as the Rural Development Council, Telecommunications Council, Wyoming Community College Commission, and UW Cooperative Extension Services	Venice Beske			

ACTION PLAN

WYOMING ACADEMIC LIBRARIES CONSORTIUM
GOAL 8
Increase the visibility and influence of Wyoming academic libraries.

ACTIONS (OBJECTIVES)	ASSIGNED RESPONSIBILITY	TARGET DATE	PROGRESS REPORT	COMPLETION DATE
8.A. Submit news releases and/or publicize activities and achievements of the consortium	Debbie Iverson Mary Ann Meier	Ongoing	Shovlain Award News Release	9/96
8.B. Participate with Wyoming Library Association (WLA), WYLD, CARL, National Network of Libraries of Medicine (NNLM), Greater Midwest Research Library Consortium (GMRLC), GPO depository libraries, etc.	Debbie Iverson Mary Ann Meier	Ongoing	Ariel Conference WLA Program Received Shovlain Award	9/96 10/96 10/96
8.C. Maintain connections with non-library entities such as the Rural Development Council, Telecommunications Council, Wyoming Community College Commission, and UW Cooperative Extension Services	Debbie Iverson Mary Ann Meier			
8.D. Evaluate training, e.g., Internet, Ariel	Bob Kalabus Karen Lange			

VI. GATEWAY ACTIVITIES AND NETWORK EXPANSION

VI. GATEWAY ACTIVITIES AND NETWORK EXPANSION

In Wyoming there exists a wide variety of library systems and databases, particularly in Wyoming's academic libraries. These include the WYLD (DRA) system, CARL, and OCLC. In the past, the use of three separate databases has hampered resource sharing and information access. Realizing that a gateway would open access to larger regional, national and international collections, it became a vital component of this project. Hence an important goal was to install a two-way gateway which would allow the CARL and WYLD (DRA) systems to communicate with one another.

Though the State Library had committed funds to maintain the gateway, grant funding was needed for increasing the number of user sessions on both databases and to address problems associated with system response time. The grant requested funds for the direct line costs from Denver to Cheyenne, and the required modem and software necessary for direct access to local and state resources via WYLD, and other regional and national collections via CARL.

The project was successful in installing a one-way gateway connecting Wyoming's eight community colleges as well as 23 public libraries to the CARL system. Expanded access also meant increased resource sharing activity. In order to complete the loop, UW libraries needed to upgrade their CARL (dumb) terminals. In January 1996, the UW Library administration made the decision to set aside funds for replacing the CARL public access terminals with personal

computers that would provide expanded access to WYLD databases and other electronic information databases

With the new computers, it was determined that a telnet connection to the WYLD system would be more efficient and economical rather than using funds to purchase and install a gateway connection from WYLD (DRA) to CARL. Regardless of where UW students, faculty and staff were located, a telnet connection would assure access to Wyoming's public and community college libraries. The Wyoming State Library continues to maintain and fund gateway expansion for the purpose of enabling wider access to both systems.

VII. EXPANDED PROJECT

Attachment VII-A

VII. EXPANDED PROJECT

The grant was scheduled to end in September 1995; however, since the cost of the Ariel workstations and the gateway were less than anticipated, a six-month extension was requested to expand the Wyoming Academic Libraries Resource Project. The extension was approved and authorization given to increase the number of Ariel workstations by locating them in public libraries throughout the state. The extension also allowed more in-depth evaluations on the effectiveness and operability of the system.

In September 1995, Wyoming's public libraries were invited to apply for Ariel workstation funding (Attachment VII-A). Applicants were asked to demonstrate a commitment to cooperate with Wyoming's higher education institutions. Preference was given to communities which had the widest accessibility to off-campus University of Wyoming and community college students. Applicants were required to demonstrate an ability to form community partnerships by reaching out to distance learners, local schools, adult learning centers, and medical/health facilities. Libraries applying also needed to indicate a willingness to contribute matching funds toward purchasing the workstations and supporting ongoing maintenance costs. A full-time dedicated Internet connection was also required.

Ten county and two branch libraries were selected to receive Ariel workstations. Libraries receiving the workstations were Albany County Public

Library (Laramie), Carbon County Library (Rawlins), Laramie County Public Library System (Cheyenne), Natrona County Public Library (Casper), Niobrara County Library (Lusk), Park county Library (Cody), Sheridan County Public Library (Sheridan), Sweetwater County Library system (Green River, White Mountain Branch, Rock Springs Public Library), Teton County Library (Jackson) and Weston County Library (Newcastle).

The same process used at the community colleges for ordering and installing equipment applied to the public libraries. Installation required establishing contacts with library staff and computer support personnel. Installation and training, which was conducted on-site, was completed by March 1996 when the project officially ended.

With the addition of 13 Ariel workstations, other public libraries expressed a desire to become part of Wyoming's Ariel network. In response to the public libraries requests, the Wyoming State Library made a commitment to support additional workstations with government LSCA (Library Service and Construction Act) funds. Five more workstations joined the network in December 1996. UW Libraries Interlibrary Loan staff are scheduled to conduct training sessions at each of the new locations. By the end of 1996 there were 28 Ariel workstations located in the state of Wyoming. The Wyoming State Library plans to continue support for additional Ariel workstations with LSCA funds as long as there are libraries which want to participate and contribute to the Ariel network.

ATTACHMENT VII-A

CALL FOR APPLICATIONS

APPLICATION GUIDELINES

CRITERIA FOR RANKING PROPOSALS

UNIVERSITY OF WYOMING

The University Libraries
Office of the Director
P.O. Box 3334
Laramie, Wyoming 82071-3334

September 14, 1995

TO: Wyoming County Library Directors

FROM: Keith Cottam, Project Officer
Karen Lange, Project Coordinator
Wyoming Resource Sharing Grant

SUBJECT: Call for Applications

The Wyoming Academic Libraries Consortium is pleased to announce the availability of funding from its Higher Education Act (HEA) Resource Sharing Grant. Your library is invited to submit a proposal for locating an Ariel Workstation in your community.

Ariel is a high-speed document delivery system which consists of a computer, scanner, laser printer and software for sending and receiving documents through an Internet connection. In some ways Ariel can be described as a high-quality combination fax and copying machine that uses the Internet for transmitting information, including charts, graphs, illustrations, etc. The entire workstation costs approximately $4,468. The on-going costs will be an estimated $280/year for telecommunications. The following represents the various components of the workstation:

1 486 Computer	$ 1,485
1 Scanner	883
1 Laser Printer	1,375
1 Ethernet Card	100
Ariel Software	625
	$ 4,468

Grants will cover up to $2,500 for the workstation, the cost of training, funding for travel to and from the training site, and Ariel installation at each site. Training will be provided by the UW Libraries, Interlibrary Department.

An Ariel Workstation Demonstration is scheduled during the WLA Conference at Central Wyoming College Library. Please plan to attend and see Ariel in action.

FRIDAY -- SEPTEMBER 22
8:30 - 9:30 A.M.
CENTRAL WYOMING COLLEGE

If you have any questions, please contact: Karen Lange, (307)766-4070, fax (307) 766-3062 or e-mail KLange@uwyo.edu

APPLICATION GUIDELINES
ARIEL WORKSTATION GRANTS

Criteria for selection:

- Applicants must demonstrate a commitment to cooperate with Wyoming's higher education institutions, as required by HEA guidelines.
- Preference will be given to placement of Ariel workstations in locations which have the widest accessibility to off-campus students and other citizens from within the community.
- Proposals should demonstrate the ability to form partnerships within the community which reach out to schools, adult learning centers, community college outreach centers, University of Wyoming outreach centers, and medical/health facilities.
- Proposals should indicate availability of matching funds and ongoing support from local sources.
- A full-time, dedicated Internet connection is required.

Respondents should provide a proposal of not more than five pages. The proposal should include:

- Rationale explaining how an Ariel workstation in the community will enhance resource sharing for all citizens of Wyoming.
- Commitment of space for the workstation, including a description of the space.
- Commitment of staff for training and operation of the workstation.
- Description of existing partnerships with Wyoming's community colleges and the University, public schools, high schools, health/medical facilities, etc.
- Proposed budget including matching funds.

If you have any questions, please contact: Karen Lange (307) 766-4070, fax (307)766-3062 or e-mail KLange@uwyo.edu

DEADLINE FOR APPLICATIONS IS OCTOBER 27, 1995

Send applications to: Karen Lange
Extended Library Services
P. O Box 3334
Laramie, WY 82070

SITES WILL BE ANNOUNCED NOVEMBER 15, 1995.

CRITERIA FOR RANKING PROPOSALS

1. EVIDENCE OF LOCAL TECHNICAL SUPPORT
2. SIZE OF COMMUNITY AND LIBRARY USE
3. REMOTENESS OF SITE
4. NUMBER OF INTERLIBRARY LOAN TRANSACTIONS
5. AMOUNT OF COST SHARE
6. EVIDENCE OF COMMUNITY NETWORKING EFFORTS
7. LIBRARY ACCESS TO OFF-CAMPUS STUDENTS AND DEMOGRAPHICS OF OFF-CAMPUS STUDENTS (Demographic information is available by contacting the community college library director and/or UW Libraries, Library Outreach Services Office)

COMMUNITY COLLEGE AND UW CONTACTS

Casper College
Lynnette Anderson
307-268-2269

Central Wyoming College
Carol Deering
307-856-9291, ext. 232
1-800-735-8418, ext. 232

Eastern Wyoming College
Marilyn Miller
307-532-8311

Laramie County Community College
Sandra Donovan
307-778-1204

Northern Wyoming Community College District
Sheridan and Gillette
Debbie Iverson
307-674-6446, ext. 6201

Northwest College
Jerome Halpin
307-754-6207

Western Wyoming Comm. College
Bob Kalabus
307-382-1701

UW Libraries, Outreach Services
Karen Lange
307-766-4070
1-800-442-6757

VIII. PROJECT VISIBILITY

Attachments VIII-A - VIII-G

VIII. PROJECT VISIBILITY

It was a goal of all project participants that the academic libraries receive recognition for their resource sharing efforts. In addition, it provided an opportunity for the University and community colleges to work cooperatively on achieving a common goal. Further it was important to demonstrate to state government agencies, college and university administrators, and citizens that Wyoming's higher education institutions were working together to enhance services. Finally, it was a significant accomplishment to receive a federal grant that would ultimately benefit the state's entire population.

Upon project award, a press release was written and sent to all community college library directors and the Wyoming state librarian (see Attachment VIII-A). The directors were asked to take responsibility for local coverage (Attachment VIII-B). The University also received recognition in several of their publications (Attachment VIII-C).

A revised press release was prepared to announce the expanded Ariel project between the academic community and public libraries. Special emphasis was placed on the cooperation between the public libraries and higher education institutions (Attachment VIII-D). The expanded project received front-page coverage in a Wyoming State Library publication, The Outrider (Attachment VIII-E). In September, 1996, the University of Wyoming hosted an Ariel conference which was noted in UW's student newspaper (Attachment VIII-F).

Fall, 1996, the University and community college libraries received the Shovlain Award from the Wyoming Library Association (Attachment VIII-G). This award recognizes a library for an outstanding project either completed or still in progress. Once again, the Academic Libraries Resource Project was recognized for its ability to cooperate and promote resource sharing throughout the state.

ATTACHMENT VIII-A

PRESS RELEASE — HEA PROJECT ANNOUNCEMENT

UNIVERSITY OF WYOMING NEWS

Bill Young, Director • University News Service • 307/766-2378, FAX 307/766-6729 • P.O. Box 3226 • Laramie, Wyoming 82071-3226

NEW ELECTRONIC SYSTEM CONNECTS ACADEMIC LIBRARIES

Feb. 14, 1995 -- Wyoming's academic libraries and the State Library soon will be connected with a new electronic document delivery system.

The Wyoming Academic Libraries Resource Project will use optical scanning and computer technology connected to the Internet to speed material from one library to another, says Keith Cottam, University of Wyoming Libraries director and project director.

"This project will help overcome some of the geographical and technological remoteness and information isolation faced by Wyoming's academic libraries," says Cottam.

The project, funded in part by a grant of $134,000 from the U.S. Department of Education, will upgrade telecommunications lines and install optical scanning and computer equipment at the library sites. Project funding will also support the installation of a "gateway" connection between the State Library's WYLD database and the CARL database used by UW and Northwest Community College. This new connection will help library users locate material anywhere in the state or the world.

In addition to the technology upgrades and installations, staff will be trained on the new system. The project will also formalize the Wyoming Academic Libraries Consortium, which is already working to develop more cooperation and resource sharing within the state, Cottam says.

The document delivery system is based on computer software called "Ariel," which was developed by a national consortium of research libraries known as the Research Libraries Group. There is a growing international network of "Ariel" sites.

"We are excited about this new information delivery system," says Karen Lange, project coordinator and the UW Extended Library Services assistant director. "In addition, we will be able to increase our knowledge, skills and expertise about optical scanning technology and the Internet."

The Wyoming Community College Commission is also participating in the project by providing Internet links for the colleges.

For more information on the Wyoming Academic Libraries Resource Project, phone Karen Lange, project coordinator, at (307) 766-4070, or local Wyoming community college library directors.

-PLW-

ATTACHMENT VIII-B

LOCAL COVERAGE — NEWSPAPERS

POWELL TRIBUNE, Tuesday, March 28, 1995

Research becomes easier at NWC

Ask college students to identify the most annoying hurdle in doing library research and they'll probably say it's waiting for requested materials to be mailed from lending libraries.

That won't be such a hurdle for Northwest College and other Wyoming college students beginning next fall. They'll find research work easier and faster, thanks to the Wyoming Academic Libraries Resource (WALR) Project.

The project uses optical scanning and computer technology connected to the Internet to transmit material from one library to another. In a matter of minutes, magazine articles can be scanned and electronically transferred. Previously, that same material could have taken days or weeks to reach the student.

All eight Wyoming academic libraries and the Wyoming State Library will be connected with the new electronic document delivery system. They'll also have transfer abilities with other libraries who use the same electronic transfer computer software. The WALR system is based on software called "Ariel," which was developed by a national consortium of research libraries. A growing international network of Ariel sites will now be accessible to Wyoming college students.

The WALR project was funded in part by a $134,000 grant from the U.S. Department of Education to upgrade telecommunications lines and install optical scanning and computer equipment at the library sites. Project funding will also support the installation of a gateway connection between the Wyoming State Library Database and the CARL database used by UW and Northwest College. This new connection will help library users across the state locate material anywhere in the United States. The Wyoming Community College Commission contributes by providing the Internet links for non-linked colleges which makes the project possible.

Installation and training are scheduled to be completed by fall 1995.

NWC Library Director Jerome Halpin said the new electronic delivery system will be most helpful to students who need magazine articles or similar requests where three to five pages of citation are required.

For information about the Wyoming Academic Libraries Resource Project, call Halpin at (307) 754-6527.

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Libraries to connect

Wyoming's academic libraries and the state library soon will be connected with a new electronic document delivery system.

The Wyoming Academic Libraries Resource Project will use optical scanning and computer technology connected to the Internet to speed material from one library to another.

The project, funded in part by a grant of $134,000 from the U.S. Department of Education, will upgrade telecommunications lines and install optical scanning and computer equipment at the library sites. Project funding will also support the installation of a connection between the state library's WYLD database and the CARL database used by UW and Northwest Community College.

The Wyoming Community College Commission is also participating in the process by providing Internet links for the colleges.

In addition to the technology upgrades and installations, staff will be trained on the new system. The project will also formalize the Wyoming Academic Libraries Consortium, which is already working to develop more cooperation and resources sharing within the state.

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ATTACHMENT VIII-C

UNIVERSITY OF WYOMING COVERAGE

- **PULSE, FEBRUARY 17, 1995, p. 1**
- **LIBRARY ASSOCIATE, V. 8, No. 1, SPRING 1995**

The CAMPUS **PULSE**

In this issue

Chamber Orchestra
Recycling News
Insurance Update

Vol. XXXIII, No. 22 | The faculty and staff newspaper of the University of Wyoming | Feb. 17, 1995

New electronic system connects UW, other academic libraries

Wyoming's academic libraries and the State Library soon will be connected with a new electronic document delivery system.

The Wyoming Academic Libraries Resource Project will use optical scanning and computer technology connected to the Internet to speed material from one library to another, says Keith Cottam, UW Libraries director and project director.

"This project will help overcome some of the geographical and technological remoteness and information isolation faced by Wyoming's academic libraries," says Cottam.

The project, funded in part by a grant of $134,000 from the U.S. Department of Education, will upgrade telecommunications lines and install optical scanning and computer equipment at the library sites. Project funding will also support the installation of a "gateway" connection between the State Library's WYLD database and the CARL database used by UW and Northwest Community College. This new connection will help library users locate material anywhere in the state or the world.

In addition to the technology upgrades and installations, staff will be trained on the new system. The project will also formalize the Wyoming Academic Libraries Consortium, which is already working to develop more cooperation and resource sharing within the state, Cottam says.

The document delivery system is based on computer software called "Ariel," which was developed by a national consortium of research libraries known as the Research Libraries Group. There is a growing international network of "Ariel" sites.

"We are excited about this new information delivery system," says Karen Lange, project coordinator and the UW Extended Library Services

See LIBRARIES on page 2

LIBRARIES from page 1

assistant director. "In addition, we will be able to increase our knowledge, skills and expertise about optical scanning technology and the Internet."

The Wyoming Community College Commission is also participating in the project by providing Internet links for the colleges.

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The Library Associate

Volume Eight, Number One

Spring 1995

Cooperative Efforts Link Academic Libraries Statewide

Wyoming Academic Librarians at the May 5 meeting in Laramie. Standing (l to r): Carol Deering, Central Wy. College; Sandra Donovan, LCCC; Jerome Halpin, Northwest College; Mary Ann Meier, Northern Wy. Comm. College; Karen Lange, UW; Keith Cottam, UW; Bob Kalabus, Western Wy. Comm. College. Seated (l to r): Venice Beske, Wy. State Library; Debbie Iverson, Sheridan College; Lynnette Anderson, Casper College; Marilyn Miller, Eastern Wy. College.

Wyoming's academic libraries and the State Library will soon be connected by a new system to deliver library materials from one place to another electronically.

The Wyoming Academic Libraries Resources Project, developed cooperatively by the participants, received a $134,000 grant from the U.S. Department of Education to install the electronic technology and train library staff to use the equipment.

"This project will help overcome some of the geographical remoteness and information isolation faced by Wyoming's academic libraries," said Keith Cottam, Director of the UW Libraries and Project Director.

The Project will formalize the Wyoming Libraries Consortium, which is already working to develop more cooperation and sharing within the state, Cottam said.

On May 5, ten library directors and other library personnel met in Laramie for the first of several planned training sessions. Karen Lange, Project coordinator and head of UW's Extended Library Services, said there was an air of enthusiam and excitement about the new electronic information delivery system.

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ATTACHMENT VIII-D

EXPANDED PROJECT — LOCAL COVERAGE

The Sheridan Press, Saturday, February 17, 1996

Libraries link with the world

A new program funded by the U.S. Department of Education will let libraries across Wyoming share documents with nearly 700 libraries throughout the world using Internet technology and special computer software, according to a University of Wyoming news release.

The new document delivery system uses software called Ariel, which was developed by a national consortium of research libraries. Ariel-equipped computer workstations will be available in March at the State Library, University of Wyoming libraries, community college libraries and 13 of the states public libraries, including the Sheridan County Fulmer Public Library in Sheridan.

"This project helps to overcome some of the geographic and technological remoteness and information isolation faced by Wyoming's academic libraries," said Keith Cottam, project director. "This project also formalized the Wyoming Academic Libraries Consortium, which is working to enhance library cooperation and resource sharing throughout the state."

ATTACHMENT VIII-E

ARTICLE — OUTRIDER, V. 28, No. 1&2,
JANUARY 1996, p. 1, 3

the Outrider

27 years

A Publication of the Wyoming State Library—Celebrating 125 Years!

VOLUME XXVIII | NUMBERS 1 & 2 | JANUARY/FEBRUARY 1996

Ariel software links Wyoming libraries to the world

Libraries of the world unite. Ariel software will soon be connecting 13 of Wyoming's public libraries and Wyoming's academic libraries to libraries throughout the state and the world. The Ariel system monitors the sending and receiving of documents and transmits them via the Internet.

Project Director Keith Cottam of the University of Wyoming said the purpose of the project is to help overcome some of the geographical and technological remoteness and information isolation faced by Wyoming's academic libraries.

Ariel continued from Page 1

In October, 1994, the Wyoming Academic Libraries Resources Sharing Project, a cooperative effort of the Wyoming State Library, the state's community colleges and UW, received a $134,000 HEA grant.

To support Ariel software, the grant made it possible to upgrade telecommunications lines, install optical scanning and computer equipment for the rapid transmission of documents, and support a gateway connection between the State Library's WYLD and the CARL database used by UW and Northwest Community College. The Wyoming Community College Commision provided Internet links for the colleges.

... a user can easily receive or send a ten page article in less than one minute ...

According to Karen Lange, project coordinator for Wyoming Academic Libraries Resource Project, once the Ariel software is up and running, and all Internet connections are open, an Ariel operator can easily receive or send a 10 page article in less than one minute, (minus the scanning time, which varies among scanners). The connecting library also must have Ariel software.

Lange also explained the project formalized the connection between the Wyoming State Library, UW and the state's community colleges with the establishment of Wyoming Academic Libraries Consortium. The group's purpose is to further develop academic library cooperation and resource sharing throughout the state.

All Wyoming public libraries were invited to apply for Ariel workstation funding. Applicants had to demonstrate a commitment to cooperate with Wyoming's higher education institutions. Preference was given to communities having the widest accessibility to off-campus students and community residents.

Applicants needed to demonstrate their ability to form community partnerships by reaching out to schools, adult learning centers, community college outreach centers, University of Wyoming outreach centers, and medical/health facilities. The applying library needed to indicate their contribution amount toward workstation purchase and ongoing maintenance costs. A full-time dedicated Internet connection was also required.

And the winners are ...

Ten county and two branch libraries were selected to receive Ariel workstations. Libraries receiving the workstations include: Albany County Public Library (Laramie), Carbon County Library (Rawlins), Laramie County Public Library System (Cheyenne);

Natrona County Public Library (Casper), Niobrara County Library (Lusk), Park County Library (Cody), Sheridan County Public Library (Sheridan), Sweetwater County Library System (Green River, White Mountain Branch, Rock Springs Public Library), Teton County Library (Jackson) and Weston County Library (Newcastle).

Installation of the workstations and staff training is scheduled to be completed by March 1996.

Additional funding was provided by the University of Wyoming/Casper College Center, the UW School of Extended Studies and Public Service, and the UW Office of Academic Affairs.

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ATTACHMENT VIII-F

ARIEL CONFERENCE ANNOUNCEMENT

UNIVERSITY OF WYOMING

BRANDING IRON

Weather
Partly cloudy
High 65 Low 45.

Volume 99, Number 22 | THURSDAY, OCTOBER 3, 1996 | Laramie, Wyoming

Ariel assists in research

A new library system called Ariel helps students research subjects by way of the Internet.

By JESSE BALLARD
Branding Iron correspondent

This is the second story in a series about the UW Libraries.

The UW library system is taking full advantage of the Internet in its effort to provide students and faculty with information located in periodicals and books not subscribed to by the university. This Internet access comes by way of an innovative system called Ariel.

According to the Research Libraries Group home page, Ariel is a relatively simple transmission and receiving system. By using scanners and the Ariel software, users are able to scan texts and photos and then send them electronically to other Ariel workstations, via the Internet, around the world. Once they are received by another workstation, the documents can be printed out and distributed to those who requested them.

According to Karen Lange, the assistant director of Outreach Services, the main benefit Ariel has over the use of fax machines and the postal system is the relatively low cost. With Ariel, the libraries do not have to photocopy the material before faxing it out, they simply place the periodical or book on the scanner to be uploaded and it is sent out electronically. Also, by using the Internet, the libraries don't have to worry about postage, which was a large cost for them in the past.

Enid Teeter, manager of the Interlibrary Loan Service, said quality is also a large benefit of using Ariel. "Charts, graphs and illustrations are much more legible at the higher resolution," Teeter said.

There are currently three Ariel workstations on the UW campus. One for receiving and one for transmitting located in Coe, and a single station located in the Science library.

During normal times of the year, the libraries average 20

see ARIEL page 3

ARIEL

From Page 1

incoming and 20 outgoing electronic transmissions a day. These pick up near the end of the semester to as many as 400 to 500 incoming pages a day.

Not all institutions participating in the Interlibrary Loan Service have Ariel workstations, so some documents still need to be sent through the mail or by fax.

The UW library system recently won the Georgian Shovlain Award for participating in the Wyoming Academic Libraries Resource Project. This project involved helping set up more than 25 Ariel workstations in colleges and community libraries across Wyoming.

These 25 stations in Wyoming are part of an "Ariel network of over 700 sites around the world," said Cindi Carlson, a technical support specialist for the Research Libraries Group Inc. Carlson also said the network is growing daily and providing access to many more institutions.

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ATTACHMENT VIII-G

WLA PROGRAM ANNOUNCEMENT

AWARD ANNOUNCEMENTS — NEWSPAPERS

WYOMING LIBRARY ASSOCIATION

1996 AWARDS BANQUET

October 4, 1996

CASPER

Seize
the
opportunities
of
change

Sponsored by COMPAQ

GEORGIA SHOVLAIN AWARD

A traveling award presented to any Wyoming library for a special project either completed or still in progress.

CONGRATULATIONS: **Wyoming Academic Libraries Resource Project,**

honored for the completion of a federally funded project to purchase Ariel stations which enhanced electronic delivery of articles and documents through participating interlibrary loan departments including the University of Wyoming, the Wyoming State Library, community colleges and selected public libraries. The Higher Education Act (HEA) grant provided training for Ariel, Internet as a reference tool and the purchase of computer equipment.

LCCC library wins award

Laramie County Community College recently received the Georgia Shovlain Award from the Wyoming Library Association as a participant in the Wyoming Academic Libraries Resource Project.

Funded by a grant from the U.S. Department of Education, Higher Education Act, the project was under the direction of the University of Wyoming Libraries and included the libraries of the state's seven community colleges as well as the Wyoming State Library and the Wyoming Community College Commission.

The Georgia Shovlain Award is presented annually by the WLA to a Wyoming library for an outstanding project either completed or still in progress.

The purpose of the project was to implement the use of optical scanning and computer technology connected to the Internet to transmit documents from one library to another. It also provided the opportunity to upgrade telecommunication lines between UW and all community college sites.

Wyoming State Journal, Wednesday, October 30, 1996 -

CWC receives library-related award recently

The Central Wyoming College Library is a recipient of the Georgia Shovlain Award as a participant in the Wyoming Academic Libraries Resource Project.

The project, funded by a grant from the U.S. Department of Education, was under the direction of the University of Wyoming Library and included the seven community colleges, the state library and the Wyoming Community College Commission.

The purpose of the project was to implement the use of optical scanning and computer technology connected to the Internet to transmit documents from one library to another. It also provided the opportunity to upgrade telecommunication lines between all community college sites and the UW.

CWC library staff also received training on using the new system.

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UW libraries honored for information network project

The University of Wyoming has earned the Georgia Shovlain Award, presented annually by the Wyoming Library Association to a Wyoming library for an outstanding project, either completed or still in progress.

The UW Libraries received the award for directing the Wyoming Academic Libraries Resource Project that allows libraries to use optical scanning and computer technology connected to the Internet to transmit documents from one library to another. It also provided libraries the opportunity to upgrade telecommunication lines between all community college sites and UW.

Several Wyoming libraries participated in the project, funded by a grant from the U.S. Department of Education. They are the Casper College Goodstein Library, Central Wyoming College Library in Riverton, Eastern Wyoming College Library in Torrington, Laramie County Community College Library in Cheyenne, Northern Wyoming Community College Gillette campus and the Griffith Memorial Library in Sheridan, Northwest College John Taggert Hinckley Library in Powell and the Western Wyoming Community College Library in Rock Springs. The Wyoming State Library and the Wyoming Community College Commission also participated.

"This project helped overcome some of the geographical and technological remoteness and information isolation faced by Wyoming's academic libraries," says Keith Cottam, UW Libraries director and project director.

In addition to technology upgrades and installations, library staff members were trained in the use of the new system, including the Internet. The project also formalized the Wyoming Academic Libraries Consortium, which is already working to promote and enhance cooperation and resource sharing within the state, Cottam adds.

The document delivery system is based on computer software called "Ariel" which was developed by a national consortium known as the Research Libraries Group. At first, the project planned to install nine Ariel workstations, one at each of the community college library and the Wyoming State Library. With the support and cooperation of the Wyoming State Library and public libraries, the project was expanded to include several public libraries. Wyoming now has 27 Ariel workstations strategically located throughout the state.

"We are excited about this new information delivery system," says Karen Lange, project coordinator and UW Extended Library Services assistant director. "Libraries throughout Wyoming can now tap in to over 700 Ariel sites around the world."

UW LIBRARIES HONORED — The University of Wyoming has earned the Wyoming Library Association's Georgia Shovlain Award, presented annually for an outstanding project, either completed or still in progress. UW Libraries directed the Wyoming Academic Libraries Resource Project that allows libraries to use new technology to transmit documents from one library to another. Displaying the award, from left, are Keith Cottam, UW Libraries director; Karen Lange, project coordinator and extended library services assistant director; Larry Jansen, computer information specialist; and Enid Teeter, interlibrary loan manager.

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EWC library receives Library Asso. award

Eastern Wyoming College Library was recently named one of the recipients of the Wyoming Library Association's Georgia Shovlain Award. EWC Library, libraries at Wyoming's six other community colleges, University of Wyoming Libraries, Wyoming State Library and the Wyoming Community College Commission participated in a project funded by a grant from the U.S. Department of Education, Higher Education Act.

Called the Wyoming Academic Libraries Resource Project, the purpose of the statewide project was to implement the use of optical scanning and computer technology connected to the Internet to transmit documents from one library to another. It also provided the opportunity to upgrade telecommunication lines between all community college sites and UW.

EWC Library Director Marilyn Miller said that by using the document transmission system, Ariel for Windows, she and her staff, Becky Lorenz and Madelon Daniels, are able to provide fast, inexpensive, high-quality document delivery over the Internet.

Ariel integrates scanning, sending, receiving and printing into a single, easy-to-use system. For example, Miller said, "When a magazine article housed in another library is requested, I e-mail a request to that library. The article is scanned using Ariel software and sent back to me where it automatically prints out."

Keith Cottam, UW Libraries director and project director, who with Karen Lange, project coordinator and UW Extended Library Services assistant director, nominated the project to the WLA, said, "This project helped overcome some of the geographical and technological remoteness and information isolation faced by Wyoming's academic libraries."

In addition to the technology upgrades and installations, library staff received training on using the new system, including the Internet.

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Wyoming Tribune-Eagle Friday, November 8, 1996

College library awarded

CASPER – The Casper College Goodstein Foundation Library has been named the 1996 recipient of the Georgia Shovlain Award for its participation in the Wyoming Academic Libraries Resource Project.

The project implemented the use of optical scanning and computer technology connected to the Internet to transmit documents from one library to another.

The document delivery system is based on computer software called "Ariel."

The project, which was funded by a grant from the U.S. Department of Education, Higher Education Act, included not only technology upgrades and installations, but training for the library staff on using the new system, including the Internet.

The project also formalized the Wyoming Academic Libraries Consortium. The WALC works to promote and enhance cooperation and resource sharing within the state and includes all seven Wyoming community colleges as well as the University of Wyoming.

The award is presented annually by the Wyoming Library Association to a Wyoming library for an outstanding project either completed or still in progress.

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The Riverton Ranger Tuesday, November 12, 1996

CWC Library recognized as part of computer effort

The Central Wyoming College Library is a recipient of the Georgia Shovlain Award as a participant in the Wyoming Academic Libraries Resource Project.

The project, funded by a grant from the U.S. Department of Education, was under the direction of the University of Wyoming Library and included the seven community colleges, the state library and the Wyoming Community College Commission.

The purpose of the project was to implement the use of optical scanning and computer technology connected to the Internet to transmit documents from one library to another. It also provided the opportunity to upgrade telecommunication lines between all community college sites and the UW.

CWC library staff also received training on using the new system.

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Casper Journal November 16, 1996

Goodstein Library awarded

The Casper College Goodstein Foundation Library has been named a 1996 recipient of the Georgia Shovlain Award. The award was received by the Goodstein for their participation in the Wyoming Academic Libraries Resource Project, according to Goodstein Library Director Lynnette Anderson.

"The purpose of the project was to implement the use of optical scanning and computer technology connected to the Internet to transmit documents from one library to another," said Anderson. According to Anderson, the document delivery system is based on computer software called "Ariel." Currently there are over 700 "Ariel" sites internationally, including 27 workstations around Wyoming. "This is a marvelous resource for our students who request inter-library loan materials," Anderson said.

The project, which was funded by a grant from the U.S. Department of Education, Higher Education Act, included not only technology upgrades and installations, but training for the library staff on using the new system, including the Internet. Anderson noted that the project also formalized the Wyoming Academic Libraries Consortium. The WALC works to promote and enhance cooperation and resource sharing within the state and includes all seven Wyoming community colleges and the University of Wyoming.

The Georgia Shovlain Award is presented annually by the Wyoming Library Association to a Wyoming library for an outstanding project either completed or still in progress, said Anderson.

Casper College Goodstein Foundation Library Director Lynnette Anderson and Interlibrary Loan Clerk Kirsten McAlpin show off the award and the gear. The Goodstein was named a 1996 recipient of the Georgia Shovlain Award by the Wyoming Library Association for their participation in a project using optical scanning, computer technology and the Internet to transmit documents from one library to another. (Casper College photo by Donna Davis.)

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IX. PROJECT OUTCOMES

Attachments IX-A - IX-B

IX. PROJECT OUTCOMES

Project Accomplishments. As recipients of a HEA Title II grant, Wyoming's academic library community received funding which would enhance cooperation and overcome some major technological barriers. All of the stated project objectives were successfully completed.

Initially the project planned to purchase and install nine Ariel workstations for each of the community college libraries and the State Library. Instead the project accomplished far more than was originally planned. An opportunity for extending resources beyond the academic community was considered when several public libraries expressed a desire to become a part of the Ariel network. In order to fund all of the libraries which submitted requests for a workstation, additional financial support was forthcoming from the Wyoming State Library, the University of Wyoming administration (Office of Academic Affairs, School of Extended Studies, and the University of Wyoming/Casper College Center in Casper), and ten county public libraries. As of December, 1996, there were 28 Ariel workstations strategically located throughout the state, with more planned in the future (Attachment IX-A). The Wyoming State Library continues to offer financial support to public libraries which have since indicated their willingness to participate in the network.

Internet and Ariel training sessions were conducted for UW and community college library staff. UW Libraries' computer support technician and

interlibrary loan staff continue to travel throughout the state installing workstations and training library staff on Ariel practices and protocols. The evaluation components for the training sessions and Ariel use yielded data on the value of training (specifically the desired level and type of Internet training) and preliminary Ariel use patterns and patron satisfaction. The UW Libraries and several community colleges still monitor Ariel sending and receiving activities as a result of the project's evaluation component.

A wide area network was installed and subsequently upgraded. Access between the WYLD (DRA) and CARL systems was enhanced by the activation of the gateway. All Wyoming citizens have benefited with access to local collections as well as hundreds of libraries throughout the United States. With the gateway in place, the community colleges, UW, and the public libraries have the capability of cost sharing subscriptions for electronic indexes and full-text databases.

The Wyoming Academic Libraries Consortium was formalized, including a written mission statement and a listing of goals and objectives. An action plan for 1996-97 was developed based on the recommendations of the task forces which are reflected in the action plan goals. More importantly, the Consortium has become a recognized organization which promotes communication and works cooperatively to plan and influence future initiatives.

Accomplishments Beyond the Project Goals. When the project ended in March, 1996, all of the proposed tasks had been completed. The real impact,

recognition and successes of the Wyoming Academic Libraries Resource Project actually came after all of the project goals had been accomplished and the project had officially ended.

For example, early in the project, a distribution list was established to expedite communication between the academic library directors. It was later felt there should be a listserv for the larger academic community. A Wyoming academic listserv was then created under the auspices of the Consortium. Recently, several librarians indicated there should be more discussion and posting of newsworthy items on the listserv. It was decided in the Fall 1996 that the listserv would no longer be administered by the Consortium but rather the state's library association (WLA), Academic and Special Library Section.

At the 1996, Wyoming Library Association (WLA) conference, the Consortium sponsored a roundtable discussion on distance education. As a result of that discussion, the academic libraries with off-campus programs plan to take a more active role in communicating and working with public libraries which serve off-campus students. In addition, the Consortium is planning a series of training sessions for public librarians on the availability of and access to electronic databases. In October, at the WLA annual awards banquet, the Consortium was recognized for its leadership in establishing the Ariel network. The Shovlain Award, which was presented to the University of Wyoming Libraries, the eight community colleges and the State Library honors a library or libraries which have successfully completed a project within the past year.

As the Ariel network continued to expand across Wyoming, the Research Libraries Group was approached and invited to co-sponsor a regional Ariel conference. Other organizations also expressed an interest in sponsoring such a conference. Thus, on September 26, 1996, an Ariel Conference took place on the UW campus (Attachment IX-B). Planning partners for the conference included the University of Wyoming Libraries, the Wyoming Academic Libraries Consortium, the Wyoming State Library, the Colorado Alliance of Research Libraries, the Research Libraries Group, the University of Wyoming Center for Teaching Excellence, University of Wyoming Conferences and Institutes, University of Wyoming Information Technology/Telecommunications, and the Midcontinental Region of the National Network of Libraries of Medicine. Highlights of the one-day conference included a hands-on Ariel training session with RLG staff, an overview of recent Ariel developments, a panel of Ariel users, and a guest speaker, Mary Jackson, from the Association of Research Libraries.

Issues and Concerns for the Future. The establishment of a statewide rapid document delivery system has resulted in better information services for an entire state as well as other libraries throughout the nation. But with more efficient and cost effective communication systems, there are consequences that have raised additional issues.

Ariel network members have expressed concerns regarding Ariel troubleshooting and network administration. Because the Ariel system is so vital to Wyoming's libraries, the academic library directors and staff at the Wyoming

State Library are acting quickly to resolve network administration problems. More importantly, all parties involved are open about discussing the issues and all are committed to finding solutions.

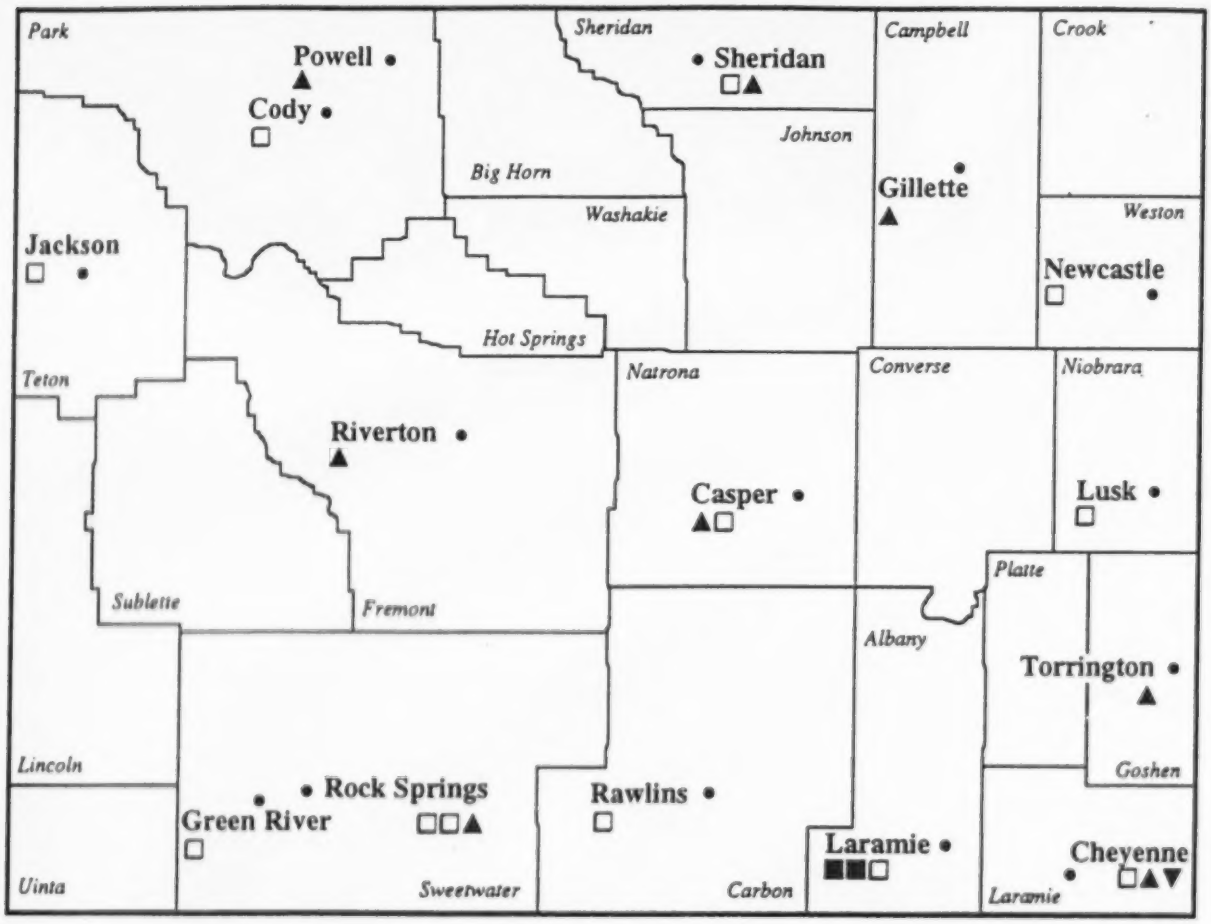
Another issue the academic libraries continue to address is planning; planning for the future and planning in spite of the constant changes that are taking place. Communication and involvement, beyond the library community, are also issues; particularly as libraries are more and more dependent on efficient telecommunication systems and networks which have become standard library tools for locating and delivering information.

In summary, the Wyoming Academic Libraries Resource Project was designed to focus on the state's academic population. Yet at the end of the project, a rapid document delivery system was created which would impact the entire population of Wyoming. This project is representative of a genuine willingness to participate in resource sharing initiatives among the University of Wyoming Libraries, eight community colleges, the Wyoming State Library and numerous county and branch public libraries. For Wyoming's academic and many public libraries, the barriers of remoteness and isolation are coming down and the technology gaps have narrowed.

ATTACHMENT IX-A

WYOMING'S STATEWIDE NETWORK
ARIEL DOCUMENT DELIVERY LOCATIONS

Wyoming's Statewide Network
ARIEL Document Delivery Locations



LEGEND	□ Public Libraries	▲ Community College Libraries	▼ Wyoming State Library	■ University Libraries

ATTACHMENT IX-B

ARIEL CONFERENCE

- PROGRAM
- PARTICIPANTS

Ariel Conference
September 26, 1996
The University of Wyoming, Laramie

PROGRAM

8:00 a.m.	Welcome/Introductions/Orientation to the Ariel System, Compressed Video Classroom, Room 105 Classroom Building. Trainer: Cindi Carlson, Ariel Support, Research Libraries Group
9:30 a.m.	Break and Relocation to the College of Agriculture
10:00 a.m.	Hands-On Ariel Training, Room 229/Computer Lab, College of Agriculture. Trainer: Cindi Carlson, Ariel Support, Research Libraries Group
Noon	Lunch, University Foundation House. Speaker: Mary Jackson, Access and Delivery Services Consultant, Association of Research Libraries Sponsored in part by the Research Libraries Group
2:00 p.m.	Panel Program, Center for Teaching Excellence, Coe Library. Participants: Jane Smith, Manager, Interlibrary Loan, University of Northern Colorado; Laurie Lye, Interlibrary Loan Librarian, Casper College; Paul Hoffman, Network Coordinator for the Midcontinental Region, National Network of Libraries of Medicine; John Eilts, Access Service Officer, Research Libraries Group (moderator)

This conference is the culminating event of the highly successful Wyoming Academic Libraries Resource Project, funded in part by a grant from the Higher Education Act (HEA) and the U.S. Department of Education. Planning partners for the conference include the University of Wyoming Libraries, the Wyoming Academic Libraries Consortium, the Wyoming State Library, the Colorado Alliance of Research Libraries, the Research Libraries Group, the University of Wyoming Center for Teaching Excellence, University of Wyoming Conferences and Institutes, University of Wyoming Information Technology/Telecommunications, and the Midcontinental Region of the National Network of Libraries of Medicine.

Grateful appreciation is extended to the University of Wyoming Libraries, the Wyoming State Library, the Colorado Alliance of Research Libraries, the Research Libraries Group, and the University of Wyoming Center for Teaching Excellence for financial support.

ARIEL CONFERENCE
University of Wyoming
September 26, 1996

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